



BackOffice 6.1.5 Manual

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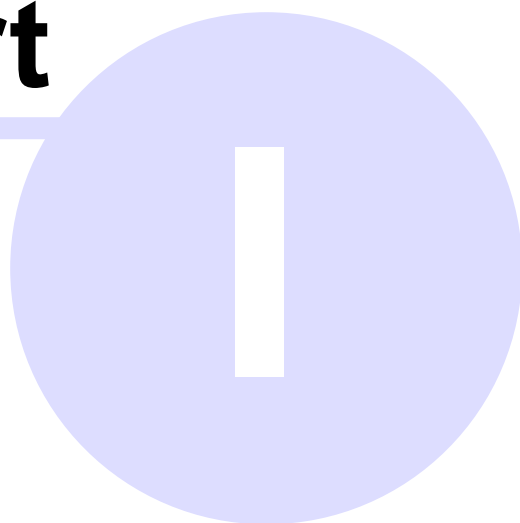
Table of Contents

Part I Introduction	6
1 Software Changes	7
Part II Getting Started	10
1 Navigating Records	13
2 Quick Start Checklist	17
Part III Activities	20
1 Stock	21
Count Stock	22
Purchase Stock	25
Return Stock	30
Manufacture Stock	31
Discard Stock	35
Transfer Stock	37
2 Cashup	39
Employee Cashup	40
Till Shift Cashup	43
Shop Cashup	47
3 Get Menus	48
4 Menu Publish	49
5 Synchronise	49
6 Capture Operating Expenses	49
7 Transactions (Purge NOMAD Log)	51
8 Export (Data Exporter)	52
9 Backup Database	52
10 Add-ins	53
Design Floors	53
Database Optimiser	57
Database Purge	58
Street Sweeper	61
11 Update Customer Stats	63
Part IV Lists	66
1 Find Invoices	66
2 Employees	68
Employee Categories	68
Employee Records	70
3 Suppliers	77
4 Customers	79
5 Survey Questions	82
6 Menu	83
Departments	84
Categories	85
Items	86
Picklists	100
Kitchen Printer Wizzard	103
Items Per Report Group	105

Items Per Sales Location	107
7 Stock	109
Categories	110
Items	111
Locations	120
Items per Location	121
8 Expenses	123
Expense Items	123
Categories	125
9 Delivery Areas	126
10 Streets	127
Street Names	129
Suburbs	130
11 Over-ring Codes	131
12 Discount Codes	133
Auto Apply Discounts	136
Time Based Discounts	139
13 Tables	141
 Part V Monitoring	 144
1 Activities	144
2 Daily Sales	145
3 Staff	145
Attendance	145
Performance	146
Statistics	148
 Part VI Preferences	 150
1 System Settings	150
Restore Settings Feature	150
Specific Computer	151
All Computers	162
Printers	178
2 Access Permissions	179
List of Access Permissions	182
3 Restricted Employee Categories	191
 Part VII Help	 194
1 Dialup IP Address	194
2 Feature Registration	194
3 ID Numbers	195
4 Check For Updates	196
5 What's New?	200
6 About	200
 Part VIII Contact Details	 202
 Index	 203

Part

Introduction



1 Introduction

The *Aura point-of-sale* (POS) system includes much of the functionality you would expect in a typical POS system - such as tight security controls, audit trails, stock movements, stock usage controls, tracking of accounted-for and unaccounted-for stock losses, manufacturing of stock items, recipe-based sales and flexible gross profit reporting, as well as the other operational reports you may require. What makes *Aura* different though, is its integration with Enterprise Solutions: allowing you to collaborate menus and other information across all the outlets in the group.

In the restaurant environment, your POS software needs to understand the sometimes complex relationship between products sold to the customer and stock purchased by the store. This could quite easily involve the manufacture of product batches in-house, which are then used as ingredients for other products also made in-house. No matter how complex or simple the stock system is in your business, *Aura* will be able to track your stock usage, even across multiple locations.

Stock maintenance is controlled very tightly by the comparison of theoretical sales figures and actual sales figures. These calculations allow you to monitor the stock usage levels by means of the reports; allowing one to keep extremely accurate control on unnecessary wastage of stock caused by factors such as theft, stock wastage and poor product assembly (for example: over-topping of a product).

The most notable features of *Aura* are the controls available to maintain and track customer orders; whether placed in-store over the counter, or over the phone, there are specific options and settings dedicated to the correct handling of that particular order. Specifically for the **Collect** and **Delivery** order types, a customer link must be created, saving important information such as a contact name and number. When the same customer calls back again in the future, their previous orders can be viewed, and duplicated if they desire. The added functionality of attaching customers to orders plays a vital part in building better customer relations and therefore improving customer service satisfaction.

Notes for Navigating this Help Manual:

- Look out for and take special notice of **notes**, these are displayed in light blue and red boxes; these will give more detail or important information on certain functions.
- All related topics will be displayed at the end of each section with a title and a page number (for example: **current page** ⁶⁴). You will see the page numbers alternating at the top of each page.
- Due to the sheer size of it, all information relating to the *Back Office* reports has now been moved to it's own manual. The reports manual is available for download on our website. If you need assistance with downloading the manual, please contact our support department for assistance.
- Battling to find a specific setting or feature? Try checking the **Index** at the end of this manual.
- To contact us, go to the **Contact Details Page** ²⁰².



These are simply information or suggestions and you may use your own discretion as to whether or not you make use of this or not.



Important notices and warnings will be displayed with this symbol. Read through these tips carefully.

1.1 Software Changes

Aura 6.1.5 Changes (Bug Fix Release)

BackOffice

Fixed (ST-824) The **Stock Items Per Location** screen now hides the inactive stock items correctly.

Fixed (ST-823) Stock items were not retaining their links to **Stock Locations** correctly when *BackOffice* is run; this has now been resolved.

Fixed (ST-819) The **Return Stock** feature was not automatically inserting all items as a negative value, causing stock to be added instead of removed. This screen does not allow positive values anymore.

Fixed (ST-801, ST-828) When modifying settings for stock items, marking the 'Inactive' setting would not refresh the list correctly without restarting *BackOffice*. Two steps are now carried out when the 'Save' button is pressed: the detail fields will automatically update to show the correct details, and a recipe check will be performed on Menu and Stock items. For more details on this step, see the section on **Stock Items - Inactive** ^[114].

Fixed (ST-870) Stores that have never run the *Aura Order Manager* before tend to encounter certain errors upon it's first run. *BackOffice* 6.1.5 will add the required fields in preparation for *Order Manager*.

Fixed (ST-825) The **Menu Items With Recipes** report has been seen to give an error when running the report. The correct report file has now been included.

Fixed (ST-834) Changed option description in settings; "Prompt for Name on Counter Deliveries" has been updated to say "Prompt for Name on Counter Orders".

Fixed (ST-856) We have found a few issues with the FIFO (First In First Out) stock costing calculation method; as a result, the 'Opening Stock Unit' cost value was being calculated incorrectly. This calculation has been checked and confirmed to be correct now.

Fixed (ST-871) The NAG screen was appearing when *Order Manager* was run, regardless of the license file settings. This is now resolved.

Improved (ST-793) Menu items and manufactured stock items will now display a warning when the recipe contains an inactive stock item. The inactive stock item in the recipe will also be shown with a grey background. For more information, see the sections on either **Menu Item Recipes** ^[91] or **Stock Item Recipes** ^[118].

Improved (ST-842) Navigation in **Menu Items** and **Stock Items** has been improved; to navigate to the previous or next item within the current filter, hold **Alt** and press either the **left** or **right** arrow keys. For more information, see the relative section: **Menu Items** ^[86] or **Stock Items** ^[117].

Improved (ST-788) When purchasing stock using multiple locations, *BackOffice* now remembers the last purchase location for each stock item and selects that automatically. For more information, see the section on **Purchase Stock** ^[28].

Improved (ST-844) The **Stock Items per Location** screen now supports filtering the list of stock items by a "Search" block. For more information, see the section on **Stock Items per Location** ^[127].

Improved (ST-908) A new customer statistic has been introduced for reporting purposes; **Average Calendar Month Spend**. Instead of simply taking the previous 30 days from the current point for an average, this will take the last complete month from the **1st** to either the **30th** or **31st** of the relative month.

Improved (ST-829) To assist with the creation and maintenance of manufacture and sub-menu items; recipe controls have been added to the **Stock Items** list as well. For more information, see the section on **Stock Items > Recipe** ^[116].

Improved (ST-861) The reports are in the process of being verified for consistent and accurate information; certain reports have been improved in this release, and more will follow with time to come.

Improved (ST-907) The database Purge and Optimise tools have been updated to better manage larger database files.

Invoicing

Fixed (ST-846) When a negatively priced line item was added to an order, such as a refunded item, the VAT calculation would not return the correct amount. This has now been resolved.

Fixed (ST-874) Waiters closing tables and cashiers paying tables from previous trading days was only possible by setting the date back. This can now be done irrespective of the order's age.



Fixed (ST-841) A problem was found with flagging an order as late delivery when a delivery charge was associated to the order. This has now been fixed.

Fixed (ST-837) NOMAD prompts are now set to 'always on top' and have a count down timer before they close.

Improved (ST-875) New access permission: **To Close Any Table**. With a combination of this and **To Pickup All Tables**, a manager may now close any table order regardless of the cashier or waiter assigned to the order.

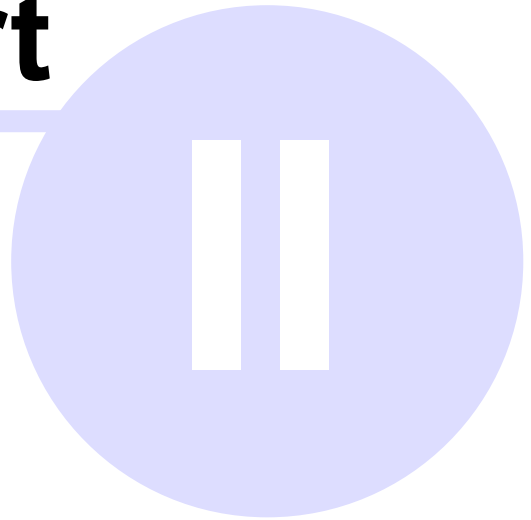
Improved (ST-873) When using the **Pickup Tables** feature in *Invoicing*, if the table had no waiter assigned the display would show "UnAssigned". This has now been changed to "No Waitron" to be clear.

Improved (ST-707) It is now possible to specify the subtenant field for each till individually; this will help to separate the transactions done at combo stores.

 To find out more specific details of any bug fixes, please contact the *Aura Helpdesk* and quote the relevant Software Tracking (ST-xxx) issue code.
Contact numbers can be found on our **Contact Details**  page.

Part

Getting Started



2 Getting Started

Getting started with *Aura* may seem to be a daunting task at first; however once you acquire a better understanding of the software layout and methods for grouping components in *Aura*, navigation of the software will become a fair amount easier. This section is designed to help break down the environment and provide a step-by-step introduction to *Aura BackOffice*.

When *Aura BackOffice* is opened, a user password is required to access the system. This is done for security reasons; and each activity performed in the *Aura* suite is recorded along side your user name for reference.

However, if *BackOffice* is run for the first time, one account with the required access permission is already activated and named **Added by System**. The details for this login account are as follows:

First name: **Added by**

Last name: **System**

Employee Number: **001**

Password: **001**

If this is the first time running *BackOffice*, enter the password **001** at the following password prompt:



There are various access points in the *Aura* suite that are password protected. While setting up the system, until unique passwords have been added for all employees, use **001** for each password prompt.

If you are new to the *BackOffice* system, it is highly recommended to work through the **Quick Start Checklist** [\[17\]](#) in order to get your store up and running quickly.

After this password prompt, you may possibly see a series of messages pop up on screen; these messages are normal, and they will go away after the respective activities are performed in the *Aura* system.

The main screen in *BackOffice* consists of a menu across the top, a toolbar down the left hand side and the main screen area for the various *BackOffice* components to the right, as seen below:



BackOffice components have been grouped by type - for example, all activity type functions (for example: **Performing a Stock Count**, **Capturing Purchased Stock** or doing a **Performing a Cashup**) are available on the **Activities** toolbar and menu. List information (for example: **Discount Codes**, **Menu Items**, **Stock Items**, etc) can be found under the **Lists** toolbar and menu.

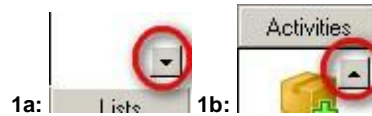
At the bottom of this *BackOffice* home screen you will see a link labelled "Visit The Aura Website"; clicking on this link will open your Internet Explorer and automatically take the browser to our CoSoft website.

For an overview of all options found under the different menus, see the relative section below:

- **Activities** ²⁰
- **Lists** ⁶⁶
- **Monitoring** ¹⁴⁴
- **Preferences** ¹⁵⁰
- **Reports**
- **Help** ¹⁹⁴

Toolbar Navigation

On the left hand side of all screens in *Aura BackOffice*, you will see the new navigation toolbar. This toolbar contains the majority of options found under the standard menus along the top (Activities, Lists, Monitoring etc.). In order to navigate to another screen, simply click once on the icon for the desired option. Most of the toolbar sections will have too many links to display on one screen, in this case you will see a down arrow used to scroll further down the toolbar. You will also notice when scrolling down that a second arrow will appear at the top to scroll back up. As seen in the two screen shots **1a** and **1b** below:



In order to switch between different menu lists, simply click on the list name that you wish to expand. Doing this will automatically compact any other icon list currently displayed, and move it to its relative position in the list. As seen by the example images **2a**, **2b** and **2c** to the right.

In example **2a**, the **Activities** toolbar is active. When switching to another toolbar, the currently active toolbar (in this case, **Activities**) will compact and the newly selected bar will expand. In example **2b**, the **Lists** toolbar has been selected and in **2c**, the **Reports** toolbar has been selected.












2.1 Navigating Records


In the *Aura* system, all information is store as individual 'records', much like separate pages in a book; as a result, these records can be filtered and searched using various tools you will find throughout *Aura BackOffice*. Learning to use these tools efficiently will make a large difference with maintaining your store.

In many screens in *BackOffice*, you will see a **Navigation** bar; as seen here:




This toolbar allows you to navigate through different records in a list. Following is a description of each button's functionality:

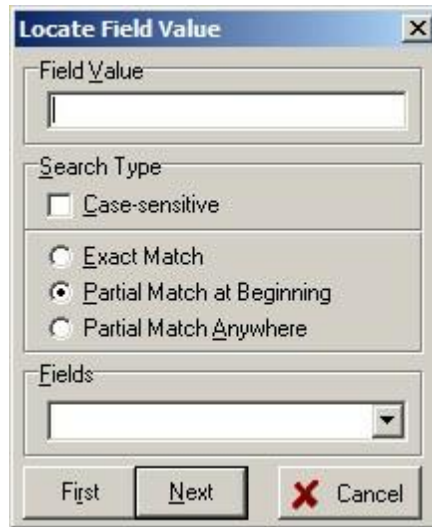
-  - First - Moves to the first record in the current filter
-  - Prior - Moves to the previous record in the current filter
-  - Next - Moves to the next record in the current filter
-  - Last - Moves to the last record in the current filter
-  - Insert - Adds a new record ready for new information
-  - Delete - Deletes the currently selected record
-  - Edit - Opens the selected record to be modified
-  - Post - Saves any changes done to the currently selected record
-  - Cancel - Undoes any changes done to the current record back to the last time it was saved

 These are simply the **standard** controls found on the **Navigation** bar, certain sections in *BackOffice* will have extra controls to the right of the **Cancel** button, each of which will be explained in the relative section.

Locating Specific Records

Certain toolbars also contain a search button, clicking this option will give you a chance to locate one specific record within the data you are viewing. For instance, Menu Items or Stock Items.

Clicking on the  Locate button will present the following window:



In order to search for a specific record, first select the field you wish to search. Click on the down arrow under the 'Fields' section and select a field name, as seen below:



! These fields will be unique to each section of BackOffice (i.e.: Menu Items, Stock Items, Customers, etc.). These will be covered in more detail for each section specifically.

After selecting the desired field to search for, start typing the value you wish to search for in the Field Value block. How the search window locates the record, is determined by the following criteria:

Case Sensitive - Selecting this option will drastically narrow the search to values matching the case. For example, if the value you are looking for is 'PIZZA' and type in 'pizza' or 'Pizza' in the field value, it will not find the record.

Exact Match - The entire field (not just part of it) must be equal to the Field Value.


Partial Match at Beginning - The beginning part of the field must be equal to the Field Value.

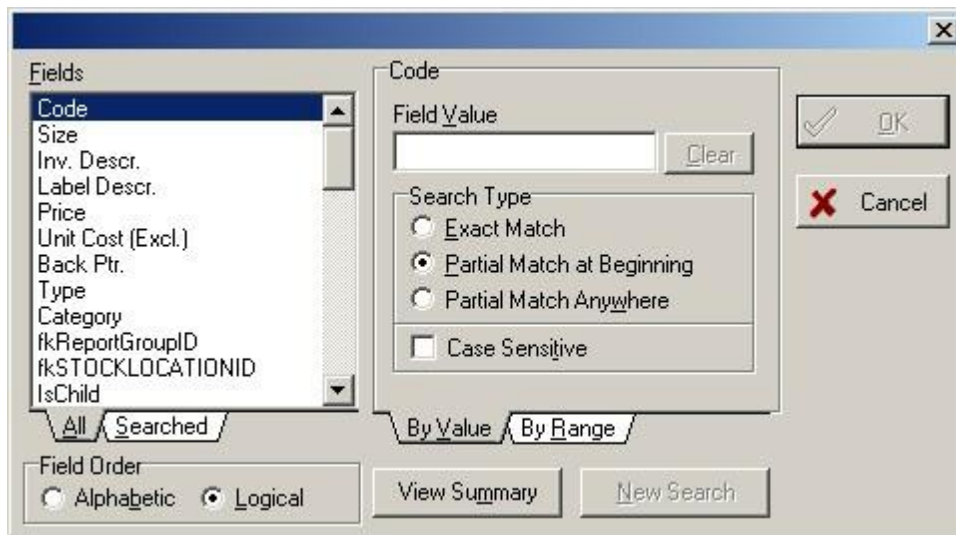
Partial Match Anywhere - The field must just contain somewhere within it the Field Value.

Dataset Filter

! It is essential that you have an understanding of the menu items or stock items structure before you can effectively use this tool. If you do not maintain your own menu in-store, and rather download it from a central head office store, you may possibly not be able to make full use of this feature: the Locate Specific Records feature described above will be better suited to your needs.

The dataset filter is an invaluable tool when updating a set of records; whether these are menu items or stock items, this tool will assist in filtering the available items. By doing this, you can prevent accidental changes to items that you do not need to update, or even use this tool to simply search for records.

Clicking on the  Dataset Filter button will show the following window:



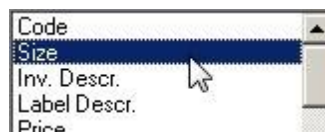
At first glance, you will see that the Code area of this window (located in the middle) has the same fields as found in the Locating Records feature described just above. On the left hand side of the Dataset Filter window is a list of 'fields', (instead of the drop-down list as found in the Locating Records feature). This list can be sorted either alphabetically, or logically, depending on your preference.

Field Order

Alphabetical Sorting - This sorting method displays the list of 'fields' in true alphabetical order.

Logical Sorting - This displays the 'fields' in the order in which they are stored in the database directly.

The first step in setting a dataset filter, is to select the field you wish to filter the results by: for example, all items with certain letters in the 'code' field, or certain 'price' field ranges. In the following example, we will use the 'Size' field. When selected, the line will be highlighted in blue, as seen here:



With the 'Field' selected that you wish to search in, enter the value you wish to search for in the 'Field Value' block, as seen here:

In the above example: We will filter the dataset by any items that begin with 'MED' in the 'SIZE' field, irrespective of upper or lower case. (Please see the 'Search Type' description further above for more information.) Once all required information is entered, click on the OK button to apply the filter.

Once the filter has been applied, you may navigate through the results as you would normally, keeping in mind that only items matching your custom filter settings will be displayed.

Once you are done with the filter, you may either open the 'Dataset Filter' options again and set a new filter (repeating the steps above) or you may clear the filter. The filter is cleared by clicking the 'Clear' button next to the 'Field Value', as seen here:

Once the 'Clear' button has been clicked, the 'Field Value' block will clear and the 'Fields' list will return to normal; now click on the OK button on the right hand side to apply the currently set filter to the dataset.

If there is no specific filter set when clicking the OK button (as the screen will be when first opened and after clicking 'Clear'), then a general filter will be applied, displaying all the items.

2.2 Quick Start Checklist

The following list is designed to give a structured and systematic approach to getting your store up and running in the *Aura* POS software suite. These steps are only outlined briefly here, for more detailed information, you will need to check the appropriate page reference mentioned in each section step.

Employee Setup

A large majority of activities in the *Aura* system are password protected; for obvious security reasons and for future flexibility, it is recommended that each employee have their own unique password with which to access the system. In addition to the security measures, this will also allow for employee-specific wages; which is necessary for setting up an **hourly wage**.

- **Employees** 68
- **Access Permissions** 179

Menu Setup

Most stores will download a standard menu from their brand head office, while others may create and edit their own unique menu. If the intension is to maintain your own menu, you should have received a separate booklet outlining the menu design process. If you have not received this manual, please contact our *Aura Help Desk* and request one. In order to download your stock and menu items, this is done from the **Activities** menu by selecting **Get Menus >**

Menu Download.

- **Menu Download** 48
- **Menu Activate** 48

Discount and Over-ring Codes

A very important area to check is the list of available discounts and over-ring codes. Discounts are used on a daily basis for many different reasons, and at times you may also be required to over-ring an order; whether this is due to a customer complaint or employee error, you should have these codes set up in case they are needed.

- **Discount Codes** 133
- **Over-ring Codes** 131

Setting up for Stock Purchases

Due to the way information is maintained in *Aura*, all stock movement in and out of the store must be accounted for. When receiving stock, these purchases must be recorded in *Aura*, and linked to the corresponding supplier.

- **Suppliers** 77

Preparing for Customer Orders

One of the most powerful and useful features of the *Aura* POS suite is the customer marketing features. In order to enter new customers quickly and easily when they call in to place an order, the infrastructure for delivery orders must be set up first. This is a multiple step process; but, if done correctly, will only be required once.

- **Streets** 127
 - **Customers** 79
-

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Part













Activities



3 Activities

The **Activity** menu contains the main interactive features of *BackOffice*; options found here will be used on a daily basis. Each sub-menu here contains tools relative to the maintenance and recording of various important areas of your store.

See a topic below for more information:

- **Stock** 
 - **Cashup** 
 - **Get Menus** 
 - **Menu Publish** 
 - **Synchronise** 
 - **Capture Operating Expenses** 
 - **Transactions (Purge NOMAD Transactions)** 
 - **Export (Data Exporter)** 
 - **Backup Database** 
 - **Add-ins** 
 - **Update Customer Stats** 
 - **Show Main Screen**  - Note: Selecting this option will also clear any password in memory if 'Persist User' is used.
 - **Exit** - This will quit Aura BackOffice.
-

3.1 Stock

The **Stock** features of *Aura* provide active controls for managing and controlling stock flow into and out of your store. The range of options allow for almost any situation that may arise affecting your stock; ranging from automatic calculation of the inevitable stock wastage in food preparation (for obvious reasons, this is easier to track on certain stock types than it is on others), to the movement of stock between multiple locations, internal and external. These functions are essential for correct stock flow information from the reports.

See a topic below for more information:

- **Count Stock** ²²
- **Purchase Stock** ²⁵
- **Return Stock** ³⁰
- **Manufacture Stock** ³¹
- **Discard Stock** ³⁵
- **Transfer Stock** ³⁷

Stock Item Selector

The majority of stock related screens require you to use a **Stock Item Selector** to specify the stock item(s) you need to work with. Below is a description of the operation of this window:

Description	STOCKNO
2 Oceans Cab	LIQ 040
2 Oceans Sav Blanc	LIQ 042
2L Cooledrinks	BE003
2L Crates	BE013
2L Crates dep	BE050
2L Sprite Zero	BE034
2Ply Serviette Plain	GR060
340ml can	BE001
340ml Tizers	BE002
5 Lt Red	LIQ 017
5 Lt/ Rose	LIQ 019
5 Lt/ White	LIQ 018
500ml Bon Vino Dry White	LIQ 057

Search - Enter any part of the stock item name you wish to search for; the stock item list will automatically update and begin to filter the items as you type.

Stock Category - If the stock item you are searching for has the same or a similar name to an item in a separate category, you can narrow the search criteria by the category filter, displaying ONLY the category you select.

Description and **StockNO** - These two columns display a list of the stock items matching your search criteria (**Search** and **Stock Category**), you may scroll up or down through this list and click on the item you wish to work with.

Once the item is selected, click the **OK** button to enter the selected item in the screen you are currently working in to continue.

3.1.1 Count Stock

The **Count Stock** option allows you to enter a complete or controllable stock take for a specific date. The correct capture of stock is essential for stock tracking, these stock takes are used in the calculation of variations in stock levels, over-use versus under-use, and other features unique to the *Aura POS System*.

! Before entering the stock take, please print out the **Stock Take Worksheet** report with which to count the physical stock.

Stock Take Toolbar - This toolbar is described in more detail in the section on **Navigating Records** ¹³.

Post

- Use this button to save the currently active stock take.

New/Edit

- Use this button to start a new stock take, or edit a previously entered stock take.

Stock Take Details

Stock Take Date - Displays the date of the currently active stock take.

Stock Take Type - Displays whether or not the currently active stock take is a complete or controllable stock take. This is described in more detail further below.


Total Value of SOH - Displays the total monetary value of all stock accounted for in the currently active stock take.

Location - Displays whether the stock take is for your default location or for an alternative location. For more information, see the section on **Stock Locations** ¹²⁰.

Sort Order - Change the sort order of the stock items in the currently active stock take. The same three sort options are available when printing out the Stock Take Worksheet. For more information, see the section on the **Stock Take Worksheet**.

Item Details

Last Purchase Date - Displays the date that the selected stock item was purchased.

If you find there is an unreasonable value for one of your stock items in the stock take, you may use the  button to the right of the **Last Purchase Date** to go directly to that purchase order.

Last Purchase Price - Displays the cost of the last purchase for the selected stock item.
For more information, see the section on **Purchase Stock** ^[25].

Last Manufacture Date - If the selected item is a manufactured item as opposed to a purchased item, the last manufacture date will show here.

Last Manufacture Cost - This field will display the last cost of manufacture for the selected stock item.
For more information, see the section on **Manufacturing Stock** ^[31].

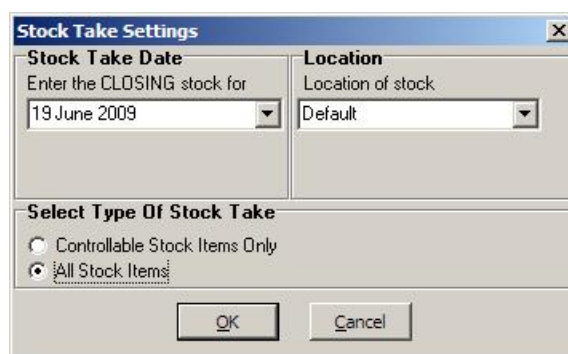
Waste % - This will display the preset wastage percentage of the selected stock item.

Prepped Unit Cost - Displays the cost to your store of using one measure of the selected stock item.
For more information, see the section on the **Wastage Percentage** ^[113] and **Prepped Unit Cost** ^[113] of your **Stock Items**.

Starting New and Editing Old Stock Takes

To begin a new stock take, or edit a previously posted stock take, click the **New/Edit** button on the toolbar above the Stock Take Details section. After a password prompt, you will see the following screen:

Select the date for which you need to enter or modify the closing stock figures, the location for your stock take, and whether or not it is a complete stock take (*All Stock Items*) or a partial stock take (*Controllable Stock Items Only*). Then click on **OK** to proceed.



! Stock locations are available for advanced stock control from one section of the store to another, or from your store to an external location and vice versa.
For more information, see the section on **Stock Locations** ^[120].

Keep in mind that a stock take may only be done on an **internal location**; all external locations are automatically **excluded** from the list of selectable location.

Controllable stock items can be set in order to speed up the daily stock take functions. Selecting a stock take for controllable items only, will exclude all items *not* set as controllable.
For more information, see the section on **Controllable Items** ^[112].

After successfully starting a new stock take, you should see a screen similar to the following:

Category	Stock #	Item description	Measure	Value	Prepped	Unprepped
ADVERTISIN	AB1	BALLOONS	100			
ADVERTISIN	ADV2	CUSTOMER ADVERTISING CARDS	EACH			
BAKERY	CR001	CRATES	EACH			
CHEESE	C002	FETA CHEESE	KG			
CHEESE	C003	MOZZARELLA	KG			
CLEANING	CL017	BLACK BAGS	EACH			
CLEANING	CL018	BROOMS/BRUSHES ETC	BULK			
CLEANING	CL019	CLOTHS	EACH			
CLEANING	CL002	DISH WASHER	L			
CLEANING	CL013	HAND SOAP	L			
CLEANING	CL012	HANDY ANDY/EQUIVALENT	L			
CLEANING	CL007	OVEN CLEANER	L			
CLEANING	C100	STERILISER SACHETS	SACHET			
CLEANING	CL010	TIDY WIPE 1500M	PER ROLL			
DRINKS	DCS	COKE SYRUP	ML			
DRINKS	DRS	CREME SODA SYRUP	ML			
DRINKS	DFS	FANTA SYRUP	ML			
DRINKS	DSS	SPRITE SYRUP	ML			
FLOUR	MDBL	DOUGH BALL LARGE	EACH			

Stock take details would be captured under the **Prepped** and **Unprepped** columns on the right.

Capturing Stock Take Data

The 'Prepped' column is used for stock that has been prepared for use already, ie: drinks that have been moved from the store room to the fridge in front, flour that has been taken out of the store room to the kitchen, etc.

The 'Unprepped' column is for bulk stock that has not been prepared for use yet.

Take careful note of the unit of measure ('Each', 'KG', 'Litre', etc.).

To capture stock take details into *Aura*, simply select the relative stock item and enter the figures using the keyboard. With a field selected, the contents will automatically be replaced by the figure you type, as seen below:

Category	Stock #	Item description	Measure	Value	Prepped	Unprepped
ADVERTISIN	AB1	BALLOONS	100			
ADVERTISIN	ADV2	CUSTOMER ADVERTISING CARDS	EACH		76	
BAKERY	CR001	CRATES	EACH			

Press **Enter** or **Return** on your keyboard, or selecting a different field with the mouse will enter this figure into the

relative field. Once the entire stock take has been entered, ensure that the figures are correct, and click the **Post** button on the top toolbar to save the stock take.

3.1.2 Purchase Stock

The **Purchase Stock** screen is used to enter any goods received vouchers for stock coming into the store. From these captured GRVs, *Aura* stores information vital to that item, including the stock unit cost (calculated as per the unit of measure for each item), which in turn ties directly to the recipes for your menu items. This automatic update allows *Aura BackOffice* to display the profit margin on any menu item individually; allowing you to isolate the lower performing items on your menu and optimise them to find a more cost effective method.

! Keep in mind **Manufactured Stock Items** will not show up under this screen.
For more information, see the section on **Manufacture Stock** ³¹.

GRV List Area

GRV Date - Select the date for which you would like to view or enter a goods received voucher.



- Use these buttons to browse through the previous and following dates one day at a time.

Colour Indicators - This colour legend displays the status of your GRVs as per the lines in the list of GRVs. This is described in more detail below.

Keys - Use these shortcut keys to change the focus between the two areas of the **Purchase Stock** list for keyboard shortcuts.


GRV Details Area and Stock Purchases Toolbars

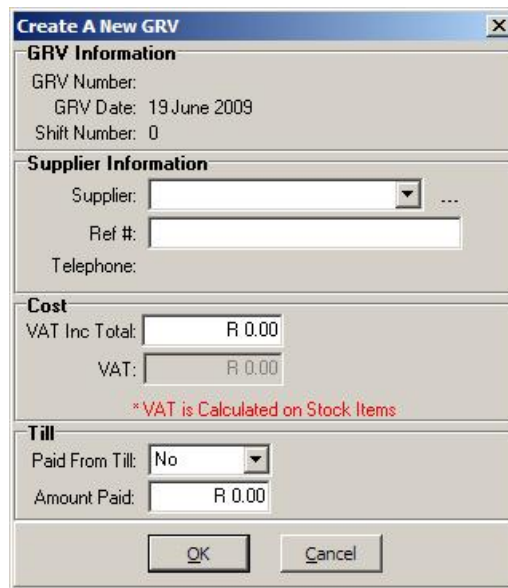
For more information, see the section on **Navigating Records** ¹³.

In order to add a goods received voucher, you will need the following information:

- **Supplier name**
- **List of items with quantities and costs**
- **Total order amount**
- **VAT amount**

Selecting a Supplier

To capture a new goods received voucher, click the  button in the **GRV List** section. This will bring up a prompt for a new GRV, as seen below:



The dialog box titled "Create A New GRV" contains the following sections:

- GRV Information:**
 - GRV Number: (auto-filled)
 - GRV Date: 19 June 2009
 - Shift Number: 0
- Supplier Information:**
 - Supplier: (dropdown menu)
 - Ref #: (text field)
 - Telephone: (text field)
- Cost:**
 - VAT Inc Total: R 0.00
 - VAT: R 0.00
 - *VAT is Calculated on Stock Items
- Till:**
 - Paid From Till: No (dropdown menu)
 - Amount Paid: R 0.00

Buttons: OK, Cancel

GRV Information

GRV Number, **GRV Date**, and **Shift Number** - These fields will be automatically filled in by *Back Office* as required.

Supplier Information

Supplier - Select your supplier name from the drop down list.



Add New Supplier - For more information, see the section on **Adding New Suppliers** [78](#).

Ref # - Enter your purchase order reference number, it is generally accepted to use the order number on your invoice.

Telephone - This will pick up automatically from the selected supplier's contact number.

Cost

VAT Inc Total - The VAT Inclusive Total is the total order amount, including the full VAT amount.

VAT - *Back Office* will automatically calculate the order amount before VAT according to the items purchased.



If you are purchasing items that are marked as VAT exempt, these items will not add any VAT calculations in the purchase.

These figures now calculates automatically from the VAT exempt setting.
For more information, see the section on the **VAT Exempt** setting for **Stock Items** [114](#).

Till

Paid From Till - Select whether or not this GRV will be paid using cash from a till shift or not. After clicking **OK**, *Back Office* will prompt you to select a till shift to pay the GRV from.

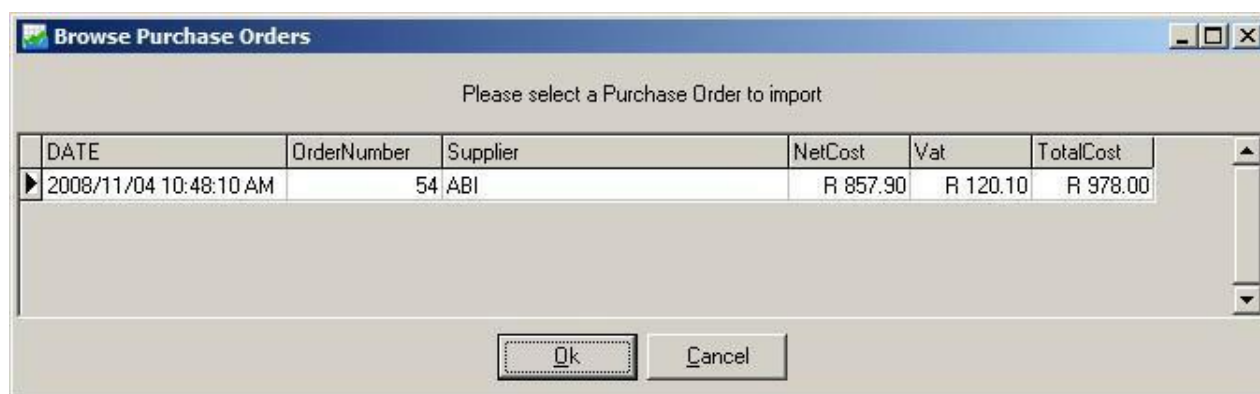
Amount Paid - This option will only be available if paid from till. Enter the amount paid from the till shift.



You can pay a GRV partially from a til and the balance from the safe, in this case, enter only the portion of the amount paid from till, and leave the **VAT Inc Total** as the full amount.

Orders Generated from Order Manager

If you have used **Aura Purchase Order Manager** to generate a purchase order, you will be given an option to use the pre-generated order once the supplier has been selected. This will show a prompt similar to the following:



The above window will display a list of all available purchase orders that have not been entered into the Purchase Stock screen yet; select the desired order from the list and press OK. If you wish to create a new order, and not the automatically generated orders, click on Cancel to return to the normal Create a New GRV window.

! The orders generated in Order Manager are used to prepare a purchase, these should only be entered into the **Purchase Stock** screen once the order has been placed and the stock arrives.

Adding Stock Items to the Purchase Order


Once you have successfully added a new supplier purchase, the GRV section should show up similar to the following:

Grv #	Supplier	Telephone	Supplier Ref #	Purch Price	VAT	Grv Saved	From Till
1148	Supplier		84651	R 100.00	R 0.00	False	False

You should also see the Status Bar below the Stock Purchases section change:

Stock Purchases Entered So Far: R 0.00	Amount Needed: R 100.00	GRV STATUS: UNDER BY: R 100.00
---	--------------------------------	---------------------------------------

The "**Purch Price**" column is the amount including VAT, and the VAT column is the VAT amount on it's own. The status bar along the bottom of this screen now displays the amount including VAT. In order to account for VAT exempt items correctly; the Value Added Tax is calculated on each item individually.

You are now ready to add new stock items to the purchase order. Click on the  button on the toolbar in the Stock Purchases section to bring up a list of items that can be For more information, see the section on the **Stock Item Selector** ²¹.

Once you have selected the desired stock item and clicked on OK, you should see the following:

GRV - This will automatically update with the GRV number of the purchase order that the stock item is being added to.

GRV Date - This will show the date that the selected GRV will be saved on.

Stock Item - Displays the stock item that you have marked for purchase. If you selected the incorrect item and need to change it, click the button to go back to the Stock Item Selector.

Quantity - If you are purchasing items that come pre-packed in crates or boxes, it is likely that the stock item itself has a **Pack Size** set up. If you are unsure of the pack size, or if the Pack option is unavailable, simply enter the Unit quantity as normal.

If you are purchasing cans for example: each can will come in a six-pack. Therefore the pack size for cans, may possibly be set to **6**.

If you are purchasing **2 trays** of cans (with **4 six-packs** each), then the number of six-packs would come to **8**.

You will see with items that have a pack size, the pack field will update with **multiples** of the pack size. Therefore, when buying cans (as per the above example) if **15 cans** are purchased, the pack field will display **2.5 packs** (2 six-packs, and half a six-pack as loose).

Price - The price field has also been improved in this latest version; now showing Vat Excl as well as VAT Incl values. Previously, the VAT was calculated on the GRV as a whole, now BackOffice calculates the VAT value according to each stock item individually. If one field is filled in, the other will be calculated automatically.

BackOffice still takes the VAT Incl amount divided by the Unit of Measure to calculate the Stock Unit Cost. For more information, see the section on **Stock Unit Costs** ^[113].

Stock Location - If your stock is being purchased for a specific location, you can select a location from this from down list.

For more information, see the section on **Stock Locations** ^[120].

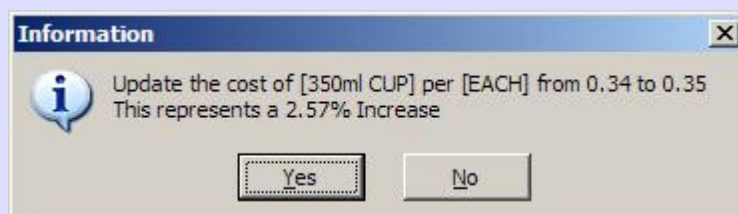
Location - To purchase a stock item directly into a stock location, instead of transferring stock afterwards, simply select the appropriate stock location from this drop down list.

§ The selected stock item must exist in the location first. For more information, see the section on **Stock Items per Location** ^[121].

§ BackOffice remembers the last purchase location for each stock item individually, then automatically selects this location the next time.

Enter in the desired information for the stock item to be entered, and click on OK to continue.

When entering item purchases, if the stock item costing has changed compared to the last purchase, a warning similar to the following will appear:



If this is correct, click on Yes to continue.

Repeat this process until all stock items on the invoice have been entered.

If the figures entered balance correctly, the supplier line in the GRV List section will change from being red. As well as the GRV Status bar at the bottom of the Stock Purchases section changing from 'UNDER BY R--.--' to 'BALANCED'. As seen below:

Grv #	Supplier	Telephone	Supplier Ref #	Purch Price	VAT	Grv Saved	From Till
▶ 1148	Supplier		84651	R 100.00	R 12.28	True	False

Stock Purchases Entered So Far: **R 100.00** Amount Needed: **R 100.00** GRV STATUS: **BALANCED**

This GRV is now completed. At this point, *BackOffice* has now automatically added the stock items to your stock management, and updated the cost prices for the purchased items.

3.1.3 Return Stock

The **Return Stock** screen work the same as the **Purchase Stock** screen in reverse; allowing stock to be taken out of your store room with a valid reason. By doing so, you will also be required to enter the monetary value that you received in refund for these items; this figure will have an effect on your stock costing, as it has now changed the over-all stock unit cost. If stock is being thrown away as opposed to being returned to the supplier (as in the case of broken cans or bottles possibly), this stock should be recorded with the discard stock feature.

For more information, see the section on **Discard Stock** [\[35\]](#).

Important differences:

- Stock can only be returned to the supplier they were originally purchased from (as seen below).
- Stock can only be returned on the same date or a date later than when it was purchased.



Below you can see a list of items that can be returned to the selected supplier. Notice how the list is very limited even though the stock category filter (seen in the top right hand corner) is still set to display 'ALL'. This is due to the fact that *Aura* will normally only allow items to be returned to a supplier if they were purchased from that supplier to start with.

Grv #	Supplier	Telephone	Supplier Ref #	Purch Price	VAT	Grv Saved	From Till
1149	Supplier		84651	R 50.00	R 0.00	False	False

Stock Item Selector

Search
Stock category: ALL

Stock	Description	Stock #
	350ml CUP	P-350

Follow the same procedure for selecting a supplier and adding stock items as found on the **Purchase Stock** screen.

For more information, see the section on **Purchase Stock** [\[25\]](#).

! Under special circumstances, certain suppliers do allow stock to be 'returned' when they were not the original supplier. However, this would obviously depend on whether or not the supplier in question does actually deal in that stock item or not.

In a situation such as this, you will need to be granted the following access permission:

To Return Any Stock To Any Supplier

For more information on this, see the section on **Access Permissions** [\[179\]](#).

3.1.4 Manufacture Stock

The **Manufacture Stock** screen provides an interface to accurately track stock items that are used in the manufacture of other items. The term 'manufacture' is widely used as a term to describe the preparation of a particular stock item; Any stock items that are used in your store are prepared in some way or other, whether by the kitchen staff in store, or by the suppliers before delivery. If an item is prepared in-store by the kitchen staff, then it is generally considered a **Manufactured Stock Item**.

A manufactured item may be anything from a simple salad dressing mixed in-store, to pizza or bread dough. Either way, the manufactured item itself will require a recipe list so that *Aura* knows the quantities and items that are required for the items to be manufactured.

For more information, see the section on **Stock Item Recipes** ¹¹⁶.

Before you begin, please ensure that you have already manufactured the stock item and that you have all the figures that were used in, and produced from this manufacture session. This feature is designed to capture manufactured stock.


Manufactured Items

Toolbar - For more information, see the section on **Navigating Records** ¹³.

List of Manufactured Items - Shows a list of items manufactured on the selected date.

Recipe for Manufactured Item - Displays the recipe used to manufacture the item selected above.

New Entry For Manufactured Item

To capture a manufactured item, begin by pressing the  button on the **Manufactured Items** toolbar at the top of the screen. This will bring up the **Stock Item Selector** window, filtered to only show items that are available for manufacture.

For more information, see the section on the **Stock Item Selector** [\[21\]](#).

Select the item to enter from the list, and click on **OK**. This should bring you to the following screen:



The **Manufacture Stock** dialog box contains the following fields and controls:


- Manufactured Item Details** (Section Header)
- Location:** Default
- Stock #:** Cheese Mix  CH002
- Batch Qty.:**
- Use Master Recipe:** ☐
- Batch Yield:** **Measure:** kg
- OK** and **Cancel** buttons at the bottom.

In this example, we will use a cheese mix with half cheddar and half mozzarella.

Location - Displays the location of the selected manufacture stock item.

Stock # - Displays the selected manufacture stock item, along with the code to the right hand side.



If the incorrect item has been selected, click the  button to return to the **Stock Item Selector** screen.

Batch Qty. - Select the number of times the recipe will be repeated in this session.

Use Master Recipe - Select this option if you will be using the preset recipe, deselect it if you will add the recipe manually for this session.

Batch Yield

If **Use Master Recipe** is ticked, this field will display the quantity that one batch of the master recipe will yield.

If **Use Master Recipe** is not ticked, you may enter the quantity that you produced from the recipe used; be careful with this option, by doing so you will have to accurately record the quantities used in the recipe.

Manufacturing Using The Master Recipe

! As we will see further down, the recipe for **Cheese Mix** uses 0.5kg of Cheddar and 0.5kg of Mozzarella, giving us a yield of 1kg.

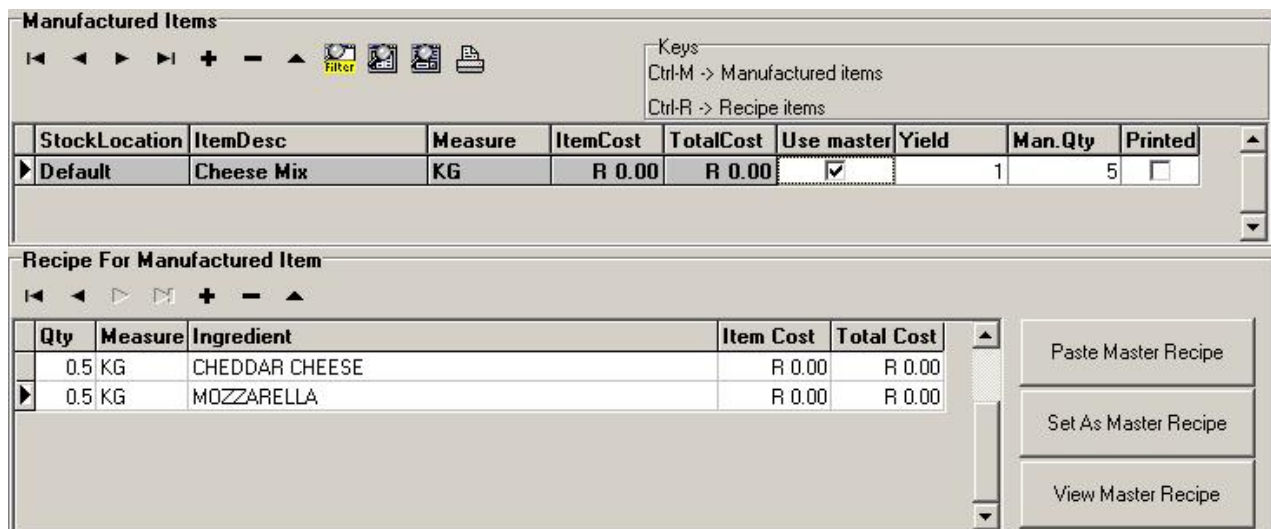
If we use enough cheese to manufacture 5kgs of Cheese Mix, we will use 2.5kgs of each cheddar and mozzarella.



The 'Manufacture Stock' dialog box contains the following fields and controls:

- Manufactured Item Details:**
 - Location: **Default**
 - Stock #: **Cheese Mix** (with a dropdown arrow and code **CH002**)
 - Batch Qty.:
 - Use Master Recipe: ☒
 - Batch Yield: Measure: **KG**
- Buttons: **OK** and **Cancel**

When you click on **OK**, you should see the following details:



The screenshot shows two parts of the software interface:

Manufactured Items

Keys:
Ctrl-M -> Manufactured items
Ctrl-R -> Recipe items

	StockLocation	ItemDesc	Measure	ItemCost	TotalCost	Use master	Yield	Man.Qty	Printed
▶	Default	Cheese Mix	KG	R 0.00	R 0.00	<input checked="" type="checkbox"/>	1	5	<input type="checkbox"/>

Recipe For Manufactured Item

	Qty	Measure	Ingredient	Item Cost	Total Cost
	0.5	KG	CHEDDAR CHEESE	R 0.00	R 0.00
▶	0.5	KG	MOZZARELLA	R 0.00	R 0.00

Buttons on the right: **Paste Master Recipe**, **Set As Master Recipe**, **View Master Recipe**

The following may help to help understand the header line better:
In the **Default** location, we will manufacture **Cheese Mix** in a **Measure** of KG, using the **Master Recipe** which **Yields 1kg, 5 times** over.

Manufacturing Using a Custom Recipe

If you find that the master recipe is different from what was actually used, you will need to manufacture the **Cheese Mix** without selecting **Use Master Recipe**, which will show the following screen:

Keys:
Ctrl-M -> Manufactured items
Ctrl-R -> Recipe items

StockLocation	ItemDesc	Measure	ItemCost	TotalCost	Use master	Yield	Man.Qty	Printed
Default	Cheese Mix	KG	R 0.00	R 0.00	<input type="checkbox"/>	1	5	<input type="checkbox"/>

From this screen you can now create the recipe that was used in this manufacture session by clicking the **+** Button in the **Recipe For Manufacture Item** section on the lower part of the window. This will again bring you to the **Stock Item Selector** window, this time showing items that can be added to a recipe for a manufactured item. Select the stock item from the list and enter the quantity used in a **single recipe yield**.

Process Stock

Processed Item Details

Stock #: Cheddar CH001

Qty. Used: kg N/A

OK Cancel

Keep in mind that the quantity entered for the recipe, and the recipe yield for the manufactured item will both be multiplied by the **Manufactured Quantity** to give you the end result.

Once all items have been added, and their quantities entered, you may review and revise the recipe as needed. Below is an example of a recipe yielding 1kg of **Cheese Mix** using different quantities to the original recipe:

Qty	Measure	Ingredient	Item Cost	Total Cost
0.4	KG	CHEDDAR CHEESE	R 0.00	R 0.00
0.6	KG	MOZZARELLA	R 0.00	R 0.00

Paste Master Recipe
Set As Master Recipe
View Master Recipe

Paste Master Recipe - Using this option, you can reset the recipe for the currently selected manufacture item and over-ride it with the master recipe for that item. After which you can add / remove / change quantities for any items in the recipe.

Set As Master Recipe - If you wish to over-write the currently saved Master Recipe with the recipe you have just set up, use this option.

View Master Recipe - If you would like to view what is in the Master Recipe without affecting the recipe you have currently set up, use this option.

3.1.5 Discard Stock

The **Discard Stock** screen provides an interface to account for wasted stock. If for some reason, certain stock becomes unusable (i.e.: burst cans, broken bottles, moisture in the flour or sugar, etc.), you will need to discard that stock. Discarded stock should be captured in this screen with care, as any items 'discarded' in the *Aura* system are simply recorded as wastage. If a batch of stock is instead returned to the supplier, as opposed to simply being thrown away, then it should rather be captured under Return Stock.

For more information, see the section on **Return Stock** ^[30].

Date Transferred - Select the date for the stock discard here.



- Use these buttons to browse through the previous and following dates one day at a time.

From Location - Select the location the stock is being discarded from.



Stock locations are part of the advanced stock control features of *Back Office*.

For more information, see the section on **Stock Locations** ^[120].

To Location - This is preset as 'Wastage' for this screen and cannot be altered.

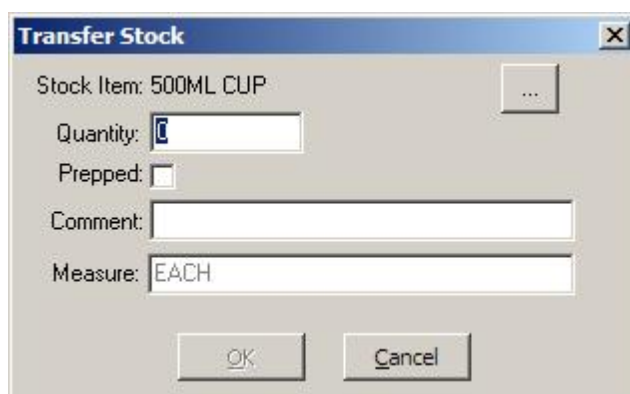
Toolbar - For more information, see the section on **Navigating Records** ^[13].

List of Stock Items - The lower section of this window lists all stock items that have been discarded on the selected date.

New Entry for Discarded Stock Items

To send stock items to your wastage location, first select the **Date** the stock was discarded from the top left of this screen. Once on the correct date for the discard, click on the  button to show the **Stock Item Selector** window. For more information, see the section on the **Stock Item Selector** ^[21].


After selecting the item you wish to discard, you should see the following screen:



The 'Transfer Stock' dialog box contains the following fields and controls:

- Stock Item:** 500ML CUP (with a dropdown arrow button)
- Quantity:** 1 (text input field)
- Prepped:** ☐ (checkbox)
- Comment:** (empty text input field)
- Measure:** EACH (text input field)
- Buttons:** OK, Cancel

Stock Item - This will display the selected item for discard.

If you wish to select a different item, click on the  to return to the **Stock Item Selector**.

Quantity - Enter the quantity of the item to be discarded. Take note of the unit of measure further down when entering the quantity.

Prepped - If the stock being discarded has already been prepared, tick this box. If it is from the store room, do not tick this box.

! This setting will have a more noticeable effect on stock items that have a set **Wastage Percentage**. As described under **Stock Items**, the wastage percentage is the amount of stock that is 'wasted' in preparing the stock for use. A polystyrene cup would not have wastage, where as grated cheese would.

Be careful to only select this option where applicable.

Comment - This field is available as a reason for discarding the stock.

Measure - Displays the unit of measure for the selected stock item.

Once the required fields have been entered, click the **OK** button to save. This should display a line similar to the following:

	Date	Qty	Measure	Stock #	Item	From	To	Prepped?	Prep. Unit Cost	Comment
▶	22 Jun 09	11	EACH	P-500	500ML CUP	Default	Wastage	True	R 0.00	Cups broken

At this point, *Aura BackOffice* will automatically update your stock list through the system, allowing you to see the information entered on your reports.

3.1.6 Transfer Stock

The **Transfer Stock** screen allows stock to be moved from one location to another. This could be from one internal location to another internal location, or from an internal location to an external location and vice versa. The uses of this feature can be as simple as moving stock from a larger bulk store room to the smaller in-store store room. If you have different employees that are responsible for each area, and stock takes are done separately for each, it is advisable to set up two locations for this purpose.

Another use of this feature is the transfer of stock to another store, perhaps if a nearby store has run out of lettuce and your store has some spare; by **transferring** the stock to this external location, the recorded amount of stock can safely be removed from the store room without leaving any unaccounted for stock variances.

! In order to use this feature, you must have multiple locations set up. If you do not, you will not have any locations available to transfer to.

For more information, see the section on **Stock Locations** ^[120].

Date Transferred - Select the date the stock was transferred.



- Use these buttons to browse through the previous and following dates one day at a time.

From Location - Select the location that the stock is being transferred from.

To Location - Select the location that the stock is being transferred to.

Toolbar - For more information, see the section on **Navigating Records** ^[13].

Stock Item List - This will display a list of all items that have been transferred on the selected date.

Selecting Transfer Locations

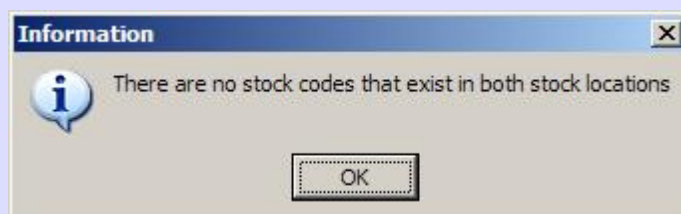
To transfer stock, first select the locations to transfer to and from. Select each location from the drop-down list. As seen below:



Selecting Items to Transfer

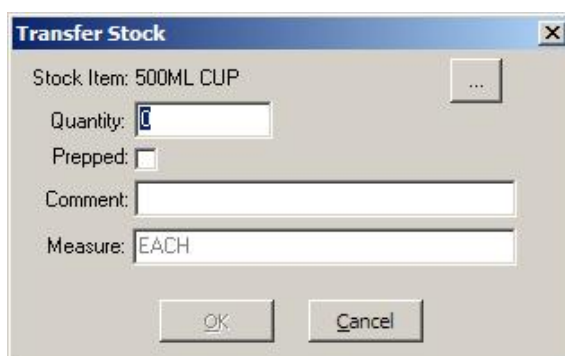
To transfer stock, click the  button from the **Toolbar**. This will bring up the **Stock item Selector** screen. For more information, see the section on the **Stock Item Selector** ^[21].

In order to transfer a stock item from location **A** to location **B**, the same stock item must be allowed to exist in both locations. Amongst other reasons, this prevents stock accidentally going into the incorrect location. If you have just created a new location, you may see the following message:




In this case, you will first need to go specify which stock items are available in the new location. For more information, see the section on **Stock Items Per Location** ^[12].

Once you have selected the stock item you wish to transfer and clicked **OK**, you will be prompted for the quantity to transfer, as follows:



Stock Item - This will display the selected item for transfer.

If you wish to select a different item, click on the  to return to the **Stock Item Selector**.

Quantity - Enter the quantity of the item to be transferred. Take note of the unit of measure further down when entering the quantity.

Prepped - If the stock being transferred has already been prepared for use, tick this box. If it is from the store room, do not tick this box.

Comment - This field is available as a reason for transferring the stock.

Measure - Displays the unit of measure for the selected stock item.

Once the required information has been added, click on **OK** to add the stock item to the list of stock to transfer. This should update the list to show similar to the following:

Date	Qty	Measure	Stock #	Item	From	To	Prepped?	Prep. Unit Cost	Comment
22 Jun 09	200	EACH	P-500	500ML CUP	Default	Dry Storage	False	R 0.00	Moved two packs to storage

Repeat this process for each stock item until all stock that has been transferred is accounted for.

3.2 Cashup

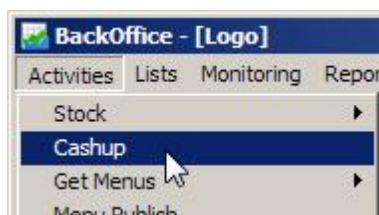
At the end of the trading day, you will need to complete the store cashup. This process saves all the information entered into the system during trade, and comparing that with the information entered by your employees, this will give an indication of whether the store is gaining or losing money. This process can be done from Aura Invoicing or **BackOffice**. This section outlines the cashup process as done from **BackOffice**.

The general cashup procedure is as follows:

- **Employee Cashup**⁴⁰ (Only applicable if there are waiters, drivers, or any employees with time based wages)
- **Till Shift Cashup**⁴³
- **Shop Cashup**⁴⁷

Accessing Cashup Screen

To access the cashup screen, select Activities > Cashup.



Colour legend for cashup screen:

White background: Normal (employee, till and shop)

Blue background: Selected (employee, till and shop)

Green background: Posted (employee, till and shop)

Purple background: Locked (till only)

3.2.1 Employee Cashup

The **Employee** tab will show a list of employees that were active on the system for the selected cashup date. To view information for each employee, select the employee from the list at the top and below that you will now see their own cashup information.

To view more specific information, select the different tabs along the top of the 'Employee Cashup Summary' section. Each tab will show more specific information regarding the relative section.

- #** Drivers and Waiters **must** be posted before moving on to the till shift cashup. If your employees are all paid an hourly wage, then all employees need to be posted to work out their wages correctly.
 - § *For stores that do deliveries:*
Drivers have their deliveries assigned to their clock in record, these orders are only completed and paid into a till shift when the driver is posted to a till shift.
 - § *For stores that have tables:*
Waitrons have their table orders assigned to them, and they can close a table, allowing a new order to be rung up on that table. As with the drivers, these orders are only paid into a till shift when they are posted.

- !** If a driver or waiter has for any reason clocked in more than once in a day, **all** instances of their name in the cashup list must be posted. *Invoicing* treats each time clocked in as an individual employee shift.

Payouts

As the name suggests, the **Employee Payouts** feature is an amount paid to the employee other than their standard wages. There may be various reasons for using this feature; however, through any of these, keep in mind that this feature is only for any transaction that is not going to be recorded in another area of *Aura*.

For example: assigning an **employee payout** of R100 to purchase stock, then recording a **stock purchase** to the value of R85 is incorrect. However, if the employee in question is going to keep the change, assigning the remaining R15 to their **Payouts** would be accepted.

This is entered as a single figure, for the current cashup only, as seen here:

If a figure of **R100** is entered, the *Cashup Summary* tab will update to show the following:

Surveys

The **Surveys** button is used to capture any surveys from the customer slips. This survey is printed out on **Table** orders only and must be set up on your server computer. To set up these questions in *Aura*, see the section on **Survey Questions** ⁸².

! The survey that prints out on customer invoices is taken from an image in the *Aura* program folder. Please contact our **Aura Helpdesk** if you require assistance with this option.

Clicking the **Survey** button will present you with the following window:

Description	Rated None	Rated 1	Rated 2	Rated 3	Rated 4	Rated 5
How was our service?	0	0	0	0	0	0
Was our store clean and tidy?	0	0	0	0	0	0
Rate your taste experience	0	0	0	0	0	0

Once the slip survey ratings have been added up for each employee (from the slips), select the block for the appropriate rating for each question, type the number of customers that gave that rating and press **Enter** on your keyboard. When the surveys have been captured successfully for this employee, click on the **Close** button to continue with the cashup process.

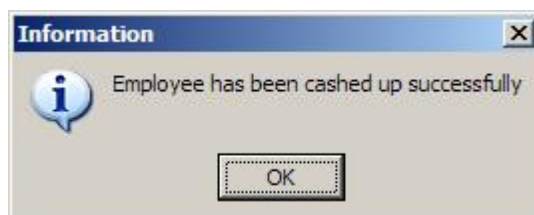
These surveys are summarized in the reports; for more information, see the section on the **Survey Ratings Report**.

Posting an Employee

To post an employee, select their name from the list and press the **Post** button in the lower left side of the cashup screen. This will show a list of currently active till shifts to post the employee into. Take note, this will only display till shifts that have not been ended or posted:

Please Select A Till				
	Shift #	Date	Till ID	Close Date
▶	514	22 Jun 2009	1	

Select the appropriate till shift and click **OK**. If the employee is still clocked in, you will see the clock out prompt, click on **OK** to complete the process. Once the employee has clocked out, the system will show the following message:



Once **OK** is pressed, *Aura* will refresh the screen and show the posted employees with a green background colour; as seen here:

Emp#	Full Name	Clock In Time	Clock Out Time
▶ 001	System, Added By	2009/06/22 08:23:45 AM	
CAS	System, Cashier	2009/06/22 08:43:45 AM	2009/06/22 03:14:57 PM
DRV	System, Driver	2009/06/22 08:52:45 AM	2009/06/22 05:12:29 PM
WTR	System, Waiter	2009/06/22 11:48:45 AM	2009/06/22 08:06:05 PM

Repeat this process until all necessary employees have been cashed up into their respective till shifts.

3.2.2 Till Shift Cashup

BackOffice - [Cashup]

Activities Lists Monitoring Reports Preferences Help

Cashup Date: 22 Jun 2009 Refresh

Employee Till Shop

Shift #	Shop#	Date	Till ID	Close Date	Op	Op2	Op3	Op4	Op5	Op6	Off Date	Off Time	Mgr	GRVs	Drv Float	Float
514	-1	22 Jun 2009	1		001										0	R 0.00 R 500.00

Till Totals:

OverRings:	R 0.00
Gross Sales (Ex O/R):	R 7,261.40
Less Discounts:	R 608.90
ADD Delivery Charges:	R 18.00
= Net Sales:	R 6,670.50
Less:	
Coupons (F1)	R 0.00
Credit Cards(F2)	R 0.00
Cheques (F3)	R 0.00
Cash On Hand (F4)	R 0.00
Debtors (F5)	R 0.00
Petty Cash (F6)	R 0.00
GRV's Paid	R 0.00
Employee Wages (F7)	R 0.00
Add:	
Addit. Banking (F8)	R 0.00
Driver Floats (F9)	R 0.00
Float Issues (F11)	R 0.00
Till Float (F10)	R 500.00
Gratuities	R 0.00
Under By	R 7,170.50

Post Lock Open Till (F12)

Retail License License Renewal Date: 06 June, 2010

The upper section of the **Till** tab will display a list of all tills that are and have been active during the course of your trading day, while the lower section will display a summary of the selected till.

For stores that have a shift change in the middle of the trading day, it is recommended to do a till cashup and get the new cashier to activate their own till shift.

A till shift that has been ended, has both a **Date** (date and time started) and a **Close Date** (date and time shift was ended). If there is no close date, the shift is most likely still active.

Cashup Procedure

In the **Till Shift Summary** section, you will see function shortcut keys to each section of the cashup:


Till Totals:	OverRings:	R 0.00
	Gross Sales (Ex O/R):	R 7,261.40
	Less Discounts:	R 608.90
	ADD Delivery Charges:	R 18.00
	= Net Sales:	R 6,670.50
Less:	Coupons (F1)	R 0.00
	Credit Cards(F2)	R 0.00
	Cheques (F3)	R 0.00
	Cash On Hand (F4)	R 0.00
	Debtors (F5)	R 0.00
	Petty Cash (F6)	R 0.00
	GRV's Paid	R 0.00
	Employee Wages (F7)	R 0.00
Add:	Addit. Banking (F8)	R 0.00
	Driver Floats (F9)	R 0.00
	Float Issues (F11)	R 0.00
	Till Float (F10)	R 500.00
	Gratuities	R 0.00
	Under By	R 7,170.50

Coupons (F1) - Used to enter an amount for a customer coupon. I.e.: A sale where the customer paid with a store coupon, this accounts for the sales amount without needing to add to the Cash On Hand.

Credit Cards (F2) - This will list the credit card sales paid into this till shift, you can view or edit the amounts from this option.

Cheques (F3) - This will list the cheque sales paid into this till shift, you can view or edit the amounts from this option.

Cash On Hand (F4) - The cashier should use this option to enter the cash amounts of each denomination into their own till shift.

 If the Till Float (F10) is shown in the till shift cashup summary, then the Cash On Hand (F4) amount **must** include the float.

Debtors (F5) - If any customers have a prior arrangement with management for a tab or account of any sorts, and are planning to pay the outstanding amount at a later stage, these sales should be marked in this section. Along with the customer name and information.

Petty Cash (F6) - Petty cash entries are small amounts paid from the till for store related miscellaneous purchases.

 This feature can be disabled if need be.
For more information, see the section on **Disable Petty Cash** under the **System Settings** .


Employee Wages (F7) - Lists the wages of all employees posted into the selected till shift, these amounts can be adjusted by a manager if needed.

Addit. Banking (F8) - Use this option to enter any additional banking if needed: this may possibly be an amount that was outstanding from a previous day, that was paid in today.

Driver Floats (F9) - If your drivers get issued floats from the till shift, these amounts will need to be entered in here for the till shift and the driver's wages to balance correctly.

Float Issues (F11) - If any other employees are issued with a float amount (such as for promotional work, or a kiosk sponsored and supported from the store), those loan float amounts must be entered here.

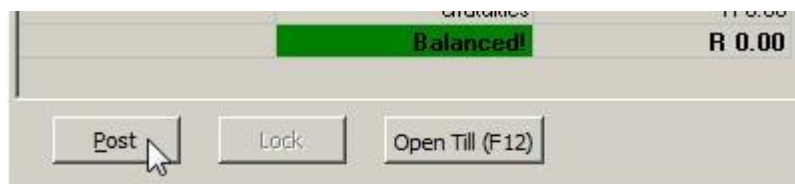
Till Float (F10) - This is the float amount for the selected till shift.

 If the till shifts have a set float amount everyday, you can set a Default Till Float amount in the settings.

For more information, see the section on **Invoicing Device Settings** .

Posting and Locking Till Shifts

Once the till shift is balanced, you may now post the shift by pressing the **Post** button in the lower left corner of the screen, as seen here:



Repeat this process until all tills are balanced and posted (They will show green when posted):

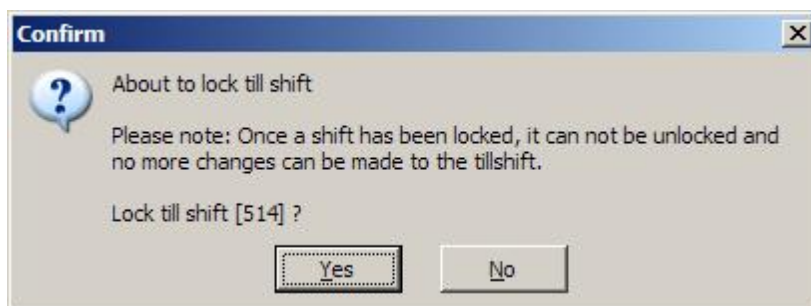
	Shift #	Shop#	Date	Till ID	Close Date	Op	Op2
▶	514	-1	22 Jun 2009	1	22 Jun 2009	001	

! When posting the final till shift in the cashup, *Invoicing* will check to see if there are any outstanding orders before allowing the shift to be ended and posted. This process is described further below, for now we will assume there are no outstanding orders.

After all tills have been successfully posted, you may now lock them. Press the **Lock** button in the lower left corner of the screen, as seen here:



This will prompt you for your password, and then ask for confirmation before locking the shift, as seen here:



Once the selected till shift has been locked, the till shift will be shown in purple:

	Shift #	Shop#	Date	Till ID	Close Date	Op	Op2
▶	514	-1	22 Jun 2009	1	22 Jun 2009	001	

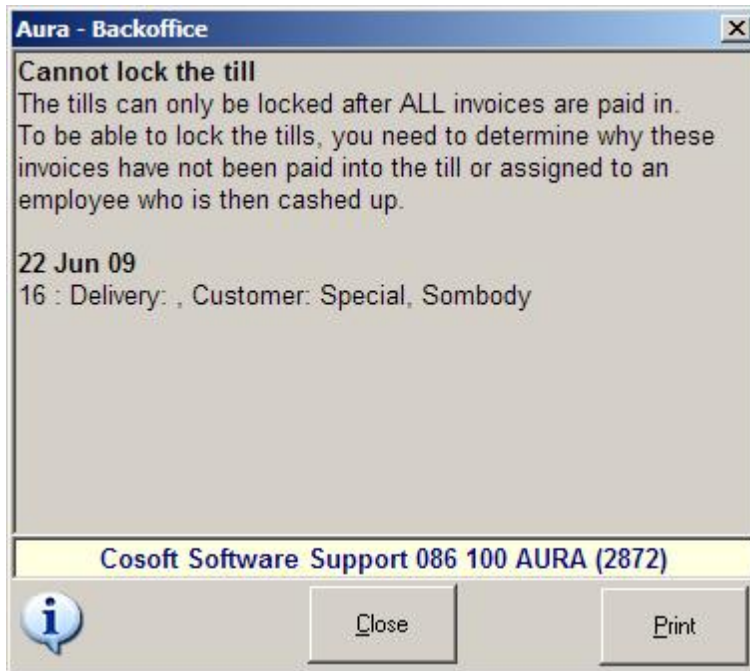
Repeat this process until all the day's till shifts have been posted and locked.

Cashup Safety Options

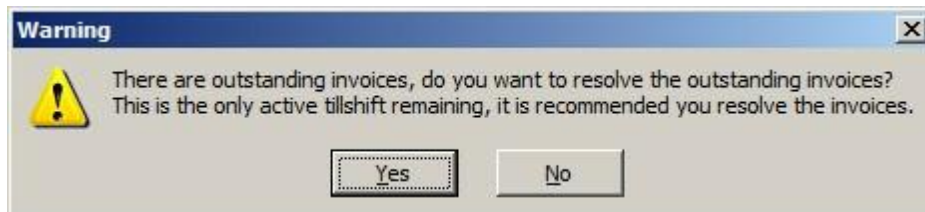
All invoices must be paid into a till shift in order to complete the cash up correctly; if there are any orders still outstanding when attempting to end and post the last active till shift, Aura will check to see if any orders are outstanding, or if any employees are not posted, and give you a chance to rectify the problem before ending the shift.

! These checks for *outstanding orders* and *un-posted employees* are dependant on the cashup settings; if the option to check for outstanding orders when locking the till shift is **not** ticked, then Invoicing will not check for outstanding orders before ending and posting the final shift.

When attempting to post a till shift with orders still outstanding, you will see a prompt similar to the following:



As seen in the above example; delivery order 16, created on the 22th June 2009, is still outstanding. Click on 'Close' to close this window and continue. Next Invoicing will present you with a prompt, as seen below:



To stop the cashup process in order to sort out the outstanding orders, click on **Yes**. You will need to open *Invoicing* in order to complete the outstanding order.

If the outstanding order is from a previous day (and therefore not linked to the current day's cashup), you may continue with posting and locking the last till shift.

! If you see during the cashup that there are outstanding orders from previous days, and you are unsure of how to resolve the issue, please contact the *Aura Help Desk* the following morning **before any till shifts have been activated.**

3.2.3 Shop Cashup

The **Shop Cashup** screen consists of the Shop Cashup list and summary. This should only have one shop cashup in the list, and this screen acts both as a summary of all till shift cashups, as well as providing the final step for ending the trading day. Don't expect the whole shop cashup to balance perfectly every day of trade; due to the rush in most businesses and the fact that change must be exchanged, it is not very common that a shop cashup balances perfectly.

! If you have more than one shop cashup in the list, or a new shop cashup appears after posting the first, ensure there is a tick in the option labeled '**One Shop Cashup Per Day**'.

For more information, see the section on **One Shop Cashup Per Day** under the **System Settings** [17].

To end the day's trading, click the **Post** button in the lower left corner of the screen. Posting the shop cashup will complete the shop cashup for the day, clearing all invoices linked to the posted and locked till shifts, and will prevent any new till shifts from being activated on this particular trading day. Pressing the **Post** button will present the following prompt:

A **posted** shop cashup will be displayed similar to the following line:

Shop#	Date	Off Date	Off Time	Manager	Cash	Coupons
▶ 180	22 Jun 2009				R 7,233.30	R 0.00

3.3 Get Menus

The options found under the **Get Menus** section are provided to ensure your store is as up to date with the latest menu item prices at all times. Three main options are available under this menu; **Menu Download**, **Menu Activate** and **Menu Undo**.

The exact function of these options is dependant on your currently installed version of the *Aura Enterprise Client*, while version 1 runs a separate window on screen, version 2 has been optimised to run more in the background in order to interfere less with the usual flow of business.

For more information on AEC, please contact our support department using the **Aura Contact Details** ²⁰²¹.

Menu Download

By selecting this option, *Aura BackOffice* will run the latest available version of the *Aura Enterprise Client* and check to see if there are any newer menu versions available to you for download. Keep in mind that for larger store chains you will most likely receive a message from your head office that a new menu will be available.

Menu Activate

Once the menu has been downloaded, it is first stored in a temporary table until you are ready to activate the new prices. By selecting this activate option, the downloaded menu will then be set as your active menu and all relevant items and prices will be updated.

Remember that you do not need to activate immediately after downloading a menu; if a new menu is downloaded and the included prices are only valid for a future date, you may safely leave the downloaded menu as *inactive* until you are ready to activate it.

For security reasons, the currently active menu is not deleted completely, but simply moved into a 'backup' table.

Menu Undo

If there is an issue with the new menu and you need to go back to your previously active menu, use this option. By performing a *Menu Undo*, *Aura* will retrieve the price list stored in the previously mentioned 'menu backup', and restore those as your active menu.

! VERY IMPORTANT NOTE

Aura can only store 3 copies of your menu; these three copies are referred to as the **downloaded menu**, the **active menu** and the **backup menu**. It is important to understand this concept before using this feature.

When a menu is activated, the following steps are taken:

- § The currently **active** menu is moved to become the **backup** menu; replacing anything that is currently in the backup.
- § Next the **downloaded** menu is moved to become the **active** menu.

By these steps, performing a **menu undo** can only use the current backup menu.

3.4 Menu Publish

! This function will only be available to your head office, and you may never need to use it unless otherwise instructed by an Aura Help Desk technician only. Without certain settings enabled on the Aura Enterprise Server for your store profile, this option will not do anything.

3.5 Synchronise

The **Synchronise** feature is provided to allow your store to upload sales data history to your head office. This is a very important feature of the *Aura POS* package; allowing a central point for a franchise to evaluate and optimise sales throughout the entire brand name.

Without this feedback from each store, metaphorically speaking the brand is 'sailing blind'. In the introduction to the **Reports** section, you will see that a failure to synchronise regularly has adverse effects on your *Aura* system.

The exact function of this option is dependant on your currently installed version of the *Aura Enterprise Client*; while version 1 runs a separate window on screen, version 2 has been optimised to run more in the background in order to interfere less with the usual flow of business.

For more information on *AEC*, please contact our support department using the **Aura Contact Details** ¹²³.

3.6 Capture Operating Expenses

The **Capture Expenses** feature is used to enter payments that are not directly linked to any profit inducing expenses. This may include utility bills, repairs to the store equipment, or various other store expenses that do not add or affect your stock items. Before an expense may be captured in *Aura* though, a record must be created on the system to link the expense to.

For more information, see the section on **Expenses: Items and Categories** ¹²³.

Date - Select the date for which you would like to view or add expense payments.




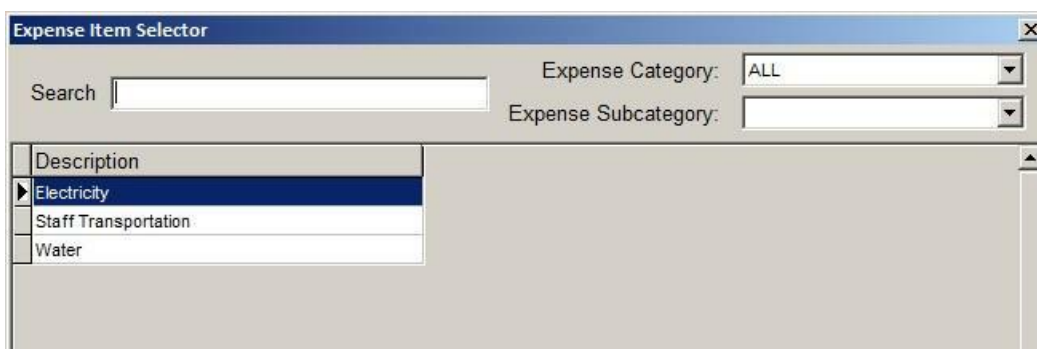
- Use these buttons to browse through the previous and following dates one day at a time.

Paid Expenses Toolbar - Use these buttons to navigate the expense payments entered on the selected date.


List of Expense Payments - This will display a list of all expense payments entered for the selected date.

Capturing Expense Payments

To capture an operating expense, click on the  button from the toolbar. This will bring up the **Expense Item Selector**, as seen below:

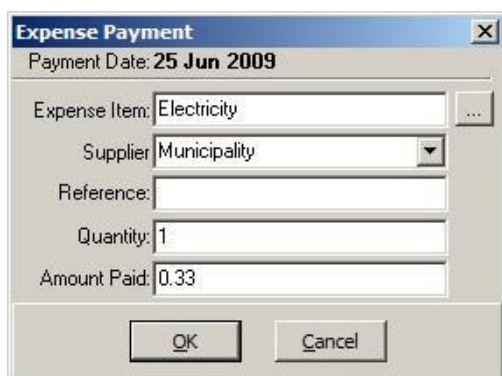


The **Expense Item Selector** dialog box has a title bar with a close button. It contains a search field, two dropdown menus for 'Expense Category' (set to 'ALL') and 'Expense Subcategory'. Below these is a list box with the following items: Description, Electricity (selected), Staff Transportation, and Water.

 If you have no items in the list available to select, you will first need to set up your expense item categories and items.


For more information, see the section on **Expense Items and Categories** ^[123].

After selecting the expense payment you wish to capture, click the **OK** button to continue. This will display the following prompt:



The **Expense Payment** dialog box has a title bar with a close button. It displays 'Payment Date: 25 Jun 2009'. Below this are fields for 'Expense Item' (Electricity), 'Supplier' (Municipality), 'Reference', 'Quantity' (1), and 'Amount Paid' (0.33). At the bottom are 'OK' and 'Cancel' buttons.

Payment Date - This date is automatically entered as the current date.

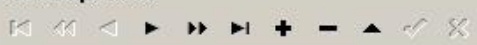
Expense Item - Displays the name of the selected item to capture an expense item payment for. (If you wish to select a different item, click on the  button to return to the **Expense Item Selector**.)

Supplier - Displays the default supplier for the selected item. You may change this by selecting another supplier from the drop down list.

Quantity - Enter the quantity for purchase according to the unit of measure.

Amount Paid - Enter the amount paid for the above selected item and quantity.

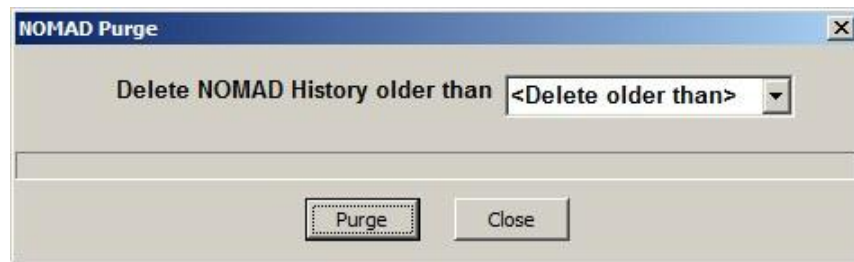
After entering the required figures, click on **OK** to save the payment. You should see a screen similar to the following:

Paid Expenses					
					
Code	SubCategory	Item Description	Supplier	Quantity	Unit Price
exp01		Electricity	Eskom	1000	R 0.33

3.7 Transactions (Purge NOMAD Log)

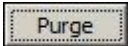
The **Purge NOMAD Log** feature allows you to remove older information from your NOMAD Credit Card log.

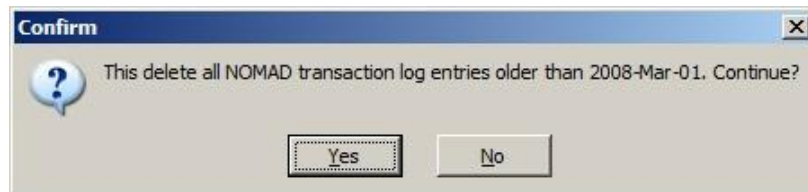
! This option will only function correctly if you have a NOMAD Credit Card system set up in your store, if you do not, this feature will have no effect.



The first step is to select the amount of information you wish to keep, click on the down arrow next to **<Delete older than>** and select the number of days of information to keep from the drop down list.

Please take note, this will select the amount of information to **KEEP** and will delete all information from the NOMAD log that is older than the selected number of days.

To begin the purge, click on the  button. A prompt will be shown to confirm the log purge; click on **Yes** to continue with the purge.



This will now show a progress bar for each log that it clears, do not press any keys or try to close this window until you see a message confirming that the purge was completed.

You may now press **OK** and then **Close** the NOMAD Purge window.

3.8 Export (Data Exporter)

The **Data Exporter** feature is used by our more advanced technicians to extract and update information in your system by over-riding the *Aura* functions and features.

! This application is used solely by our Aura Help Desk and Call-Out technicians. You will not need to use this function in normal trade, unless otherwise instructed by one of our higher level support technicians and then **ONLY** in the way instructed.

Incorrect use of this program could render your system unstable and possibly cause major data loss. In a worst case scenario, your system may be unusable.

The right to reserve information on the operation of this program and it's features is held solely by Coherent Software Solutions, instructions of the operation of this program may only be provided to the customer if there is no other alternative.

3.9 Backup Database

It is important to **backup** your data on a *regular* basis. All your data is stored on the server, including your sales, purchases, employee details, the menu, and store settings in *Aura*. The location for the database backup is set via the **System Settings**.

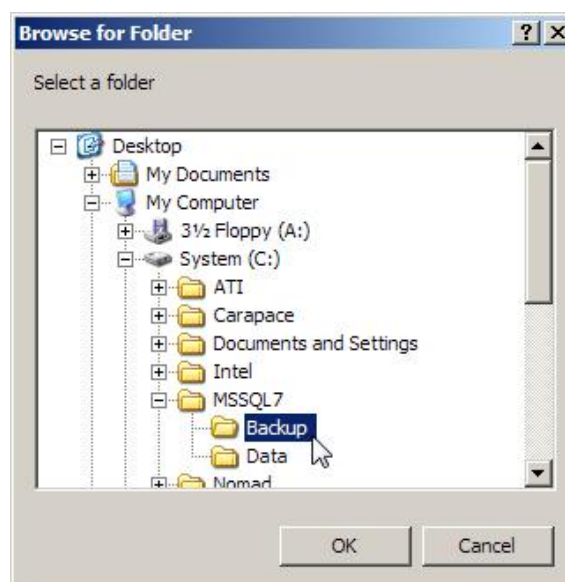
For more information on setting the backup location, see the section on **System Settings > Backup** ¹⁷³.

When selecting **Activities > Backup** from the menus, you will be presented with a backup confirmation prompt, as seen below:



After selecting **Yes** to this prompt, you will be given the option to select a location to backup your database to. As seen here:

The recommended backup location is: **C:\MSSQL7\Backup**. Contact our *Aura Help Desk* for assistance on selecting a backup location.



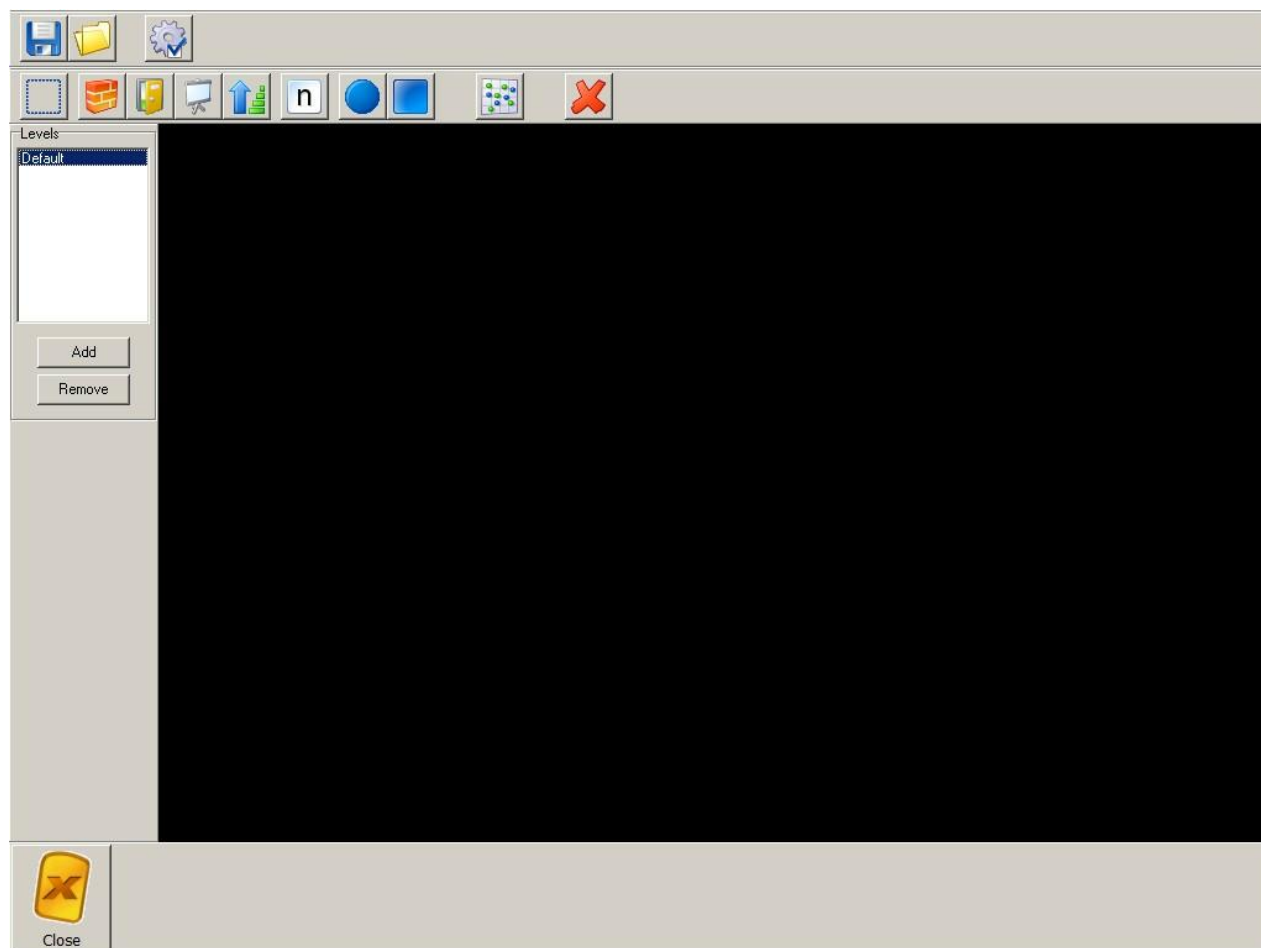
3.10 Add-ins

The **Add-Ins** menu contains features that were added to *Aura Back Office* after its release. To find out more information about these features, see the relative section below:

- **Contact Manager** (This add-in has its own manual)
- **Purchase Orders** (This add-in has its own manual)
- **Design Floors** ^[53]
- **Database Optimiser** ^[57]
- **Database Purge** ^[58]
- **Street Sweeper** ^[61]

3.10.1 Design Floors

The **Design Floors** feature is used to set up an interactive floor plan layout of your store. This feature is aimed at stores that deal mainly with **Table Transactions** to simplify the interface for waiters to ring up and maintain their own table orders. When opening the **Design Floors** feature, you will be presented with the following screen:



! Before setting up the floor plan, you will need to have a table list set up in your store.
For more information, see the section on **Adding and Maintaining Tables** ^[141].

Top Toolbar

- Save - Use this button to save any changes you make to your floor plan.

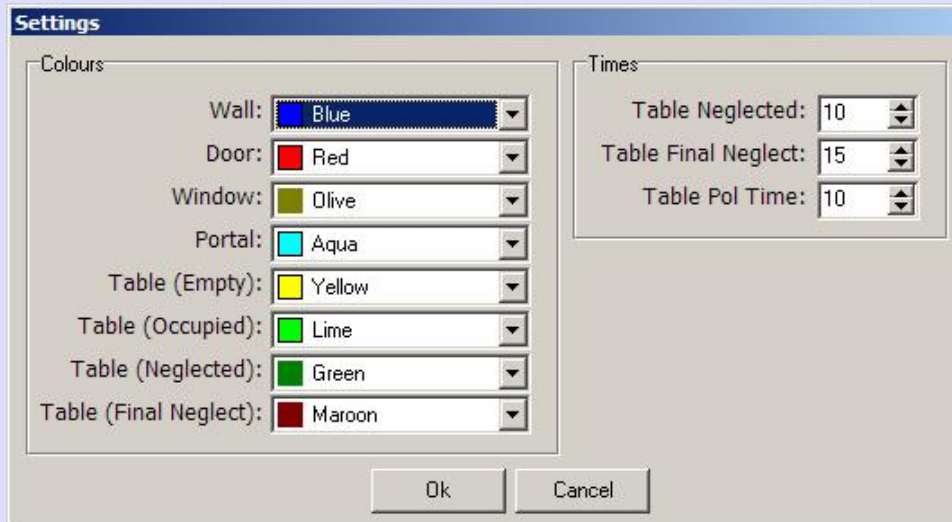


- Load - Use this option to load the currently saved floor plan layout.



- Customize - Use this option to change the colour settings for your floor plan layout.

// Selecting **Customize** will show the following window:



Under the **Colours** section, you can select the colour you would like the different items will show up as.

Under the **Times** section, select the number of minutes before a table order is updated to show *Neglected*, and then the *Final Neglect* warning. The *Table Poll Time* is the number of minutes that it takes to update the screen with information entered from other computers.

Second Toolbar

- Select - Changes the mouse pointer function to allow you to select an object on the screen.



- Wall - Click this button and then click anywhere on the layout panel to place a wall.



- Door - Click this button and then click anywhere on the layout panel to place a door.



- Window - Click this button and then click anywhere on the layout panel to place a window.



- Portal - Click this button and then click anywhere on the layout panel to place a portal to another floor level.

// A **Portal** may only be placed if there is another floor to create a portal to. This is described in more detail further down.



- Text - Click this button and then click anywhere on the layout panel to place a custom text block.



and



- Table - Click this button and then click anywhere on the layout panel to place a round or a square table.



- Select Table - Use this button to change a table's assigned number.

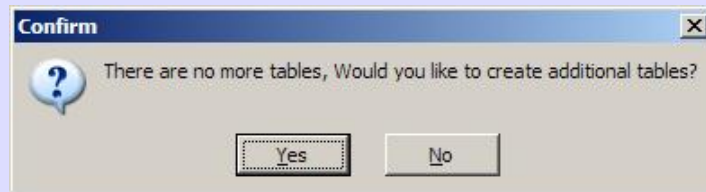


- Delete - Click this button to delete the currently selected item.

Adding Objects

Begin by creating the outline of your store by adding the **Walls** to your floor plan. Once you have the outline, you may begin to add your **Tables** to the layout.

If there are no tables available, or no more unused tables, you will be presented with the following message:



This will present the **Table Selection** window for you to add more tables. For more information on this window, see the section on **Adding Tables** ^[14].

After adding either a **Round Table** or a **Square Table**, you will be prompted to assign a table number to that table, as follows:

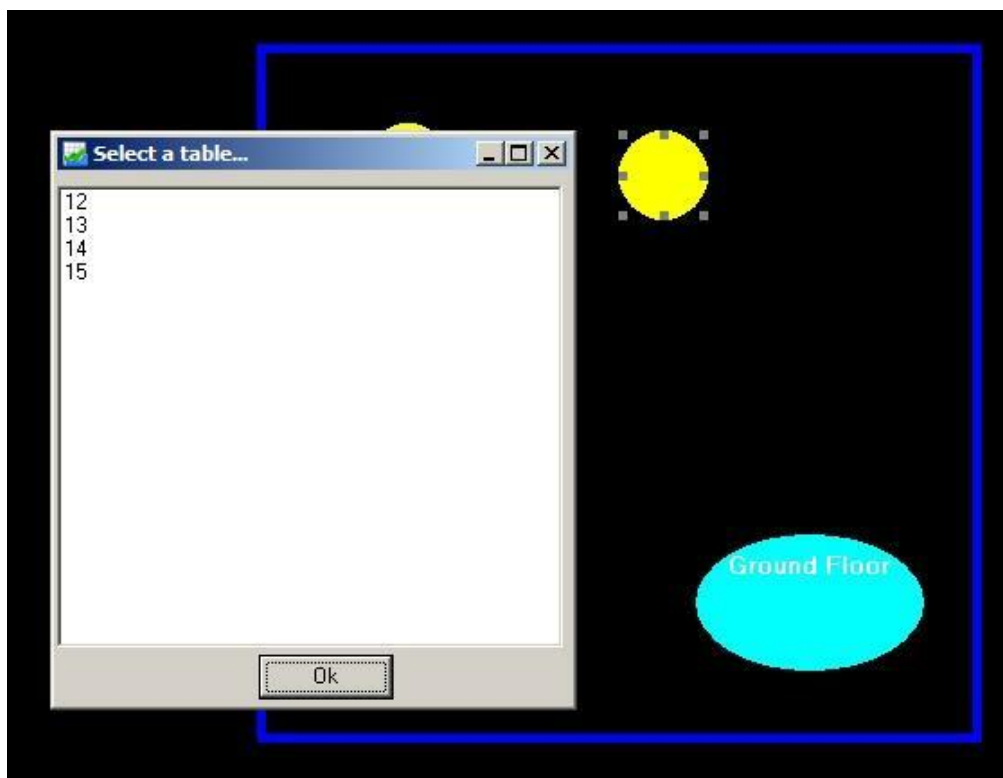
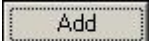


Table numbers that have already been assigned to another table will not show up in this list, in the above example, table numbers 1 through 11 have already been assigned to tables in the layout. After placing either a **Wall**, **Door**, **Window**, **Portal**, **Text Block**, or **Table** you may resize it using the corners of the selected item, as seen here:



Adding New Floor Levels

To add a new floor, click on the  button from the **Levels** section on the left hand side of your layout screen, this will bring up a prompt to enter a description for the new floor:



The dialog box titled "Add a level..." has a label "Level Description" above a text input field. At the bottom are "Ok" and "Cancel" buttons.

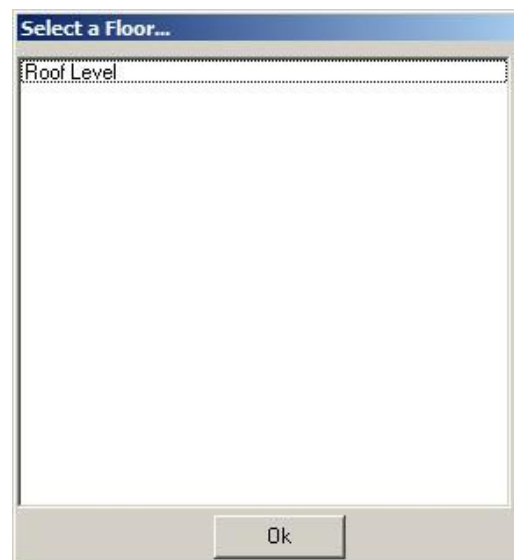
You may add a second or third floor to the **Levels**. After which, you will be able to switch between each floor by selecting the name on the left, as seen below:



The dialog box titled "Levels" shows a list with "Default" and "Roof Level". "Roof Level" is selected. At the bottom are "Add" and "Remove" buttons.

Adding a Portal for New Floor Levels

Now that you have multiple floors, you will need to create a portal to be able to switch between the floors on the layout. To do this, click the **Portal** button described above. This will prompt you for a level to link to this portal, as seen here:




The dialog box titled "Select a Floor..." shows a list with "Roof Level". At the bottom is an "Ok" button.



This will show all levels other than the level you are adding the portal to.



Once you are satisfied with the floor plan layout, be sure to click on the  (**Save**) button before closing this screen. You will lose any changes you have made if you do not save the layout first.

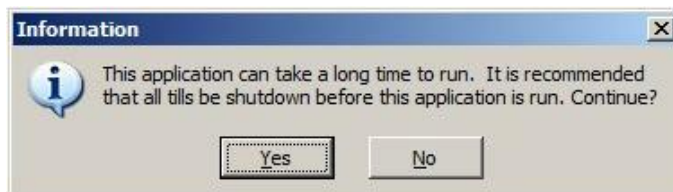
3.10.2 Database Optimiser

The **Database Optimiser** application is part of the database maintenance software. This application is used to re-index and optimise your database for optimal database speed.

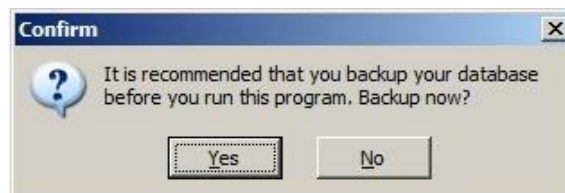
This section of the manual is simply to cover the main points to be careful of and shows a description of the optimise process.

You should only run this application at the direct request of a qualified *Aura Help Desk* technician.

When the optimiser is run, you will be presented with the following prompt:



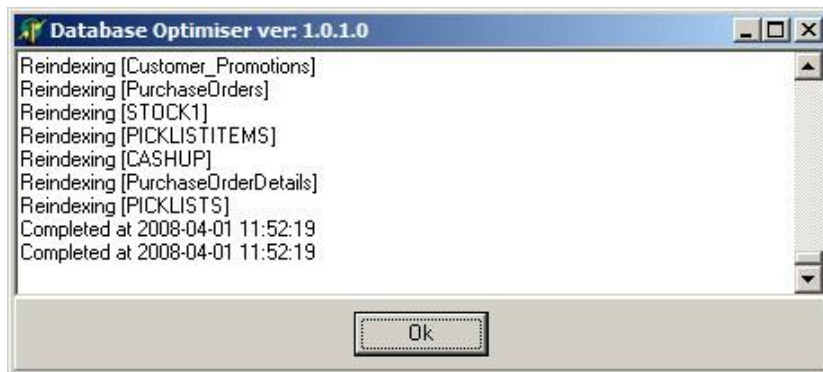
Clicking on **Yes** will bring up the following prompt:



! As the **Database Optimiser** updates information in your database, for safety reasons, the application will **not continue** unless a backup is performed first.

Optimise Process

Please be patient while your database is being backed up. Once the backup completes, **Database Optimiser** will continue with its process. At the end of which, you should see the following window:



! If you encounter any error messages at all, please leave the error message on screen and contact our *Aura Help Desk* immediately.

For more information, see our **Contact Details** ²⁰².

After working with the **Street Sweeper**, it is highly recommended that you **Update Customer Statistics** ⁶³.

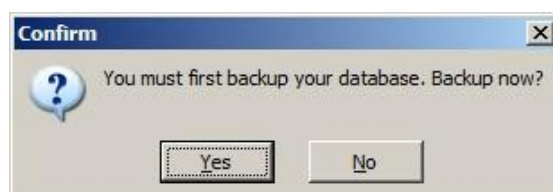
3.10.3 Database Purge

The **Database Purge** application is part of the database maintenance software. This application is used to remove old and outdated trading information from your database, keeping your database at an optimal size for best performance and system stability.

This section of the manual is simply to cover the main points to be careful of and shows a description of the purge process.

You should only run this application at the direct request of a qualified *Aura Help Desk* technician.

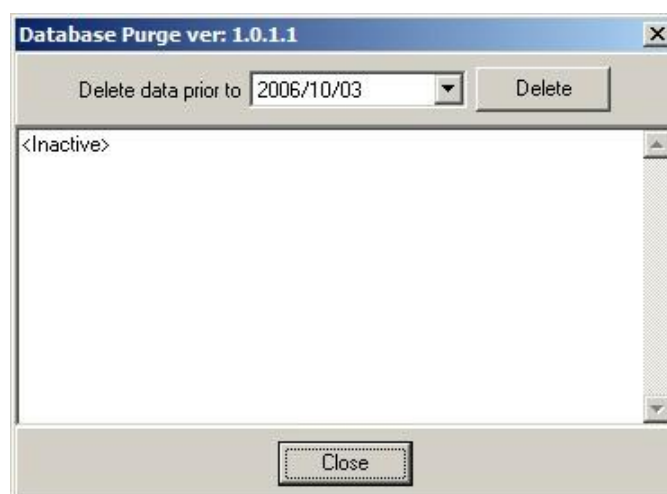
When the purge is run, you will be presented with the following screen:



! As the **Database Purge** application changes information in your database directly, for safety reasons, the application will **not continue** unless a backup is performed first.

Database Purge Screen

Click on **Yes** to backup your database and proceed to the options screen. Once the backup completes, you will be presented with the following screen:



! **Database Purge** will not allow any data newer than **18 months old** to be removed from your database.

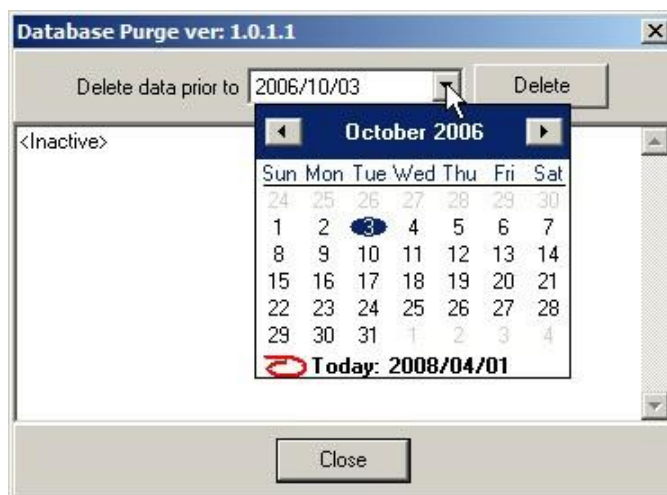
Performing a Database Purge

Before starting the purge process, it is highly recommended that you first make sure of how far back the information goes in your database. For best results and avoiding the most common errors, do not attempt to delete any more than **3 months** of data at a time.

A good way to check this is to run the **Invoice Summary Report** for a period covering the time period you suspect contains the earliest information.

For more information, see the section on **Invoice Summary Report**.

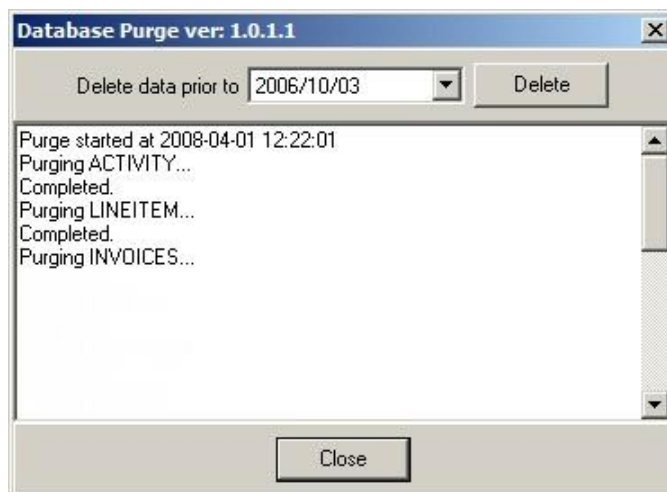
To begin, first select the date from the drop down list calendar, as seen below:



Once you have selected the desired date, click on the **Delete** button to continue.

Database Purge Process

While the purge is running, you will see the following screen:



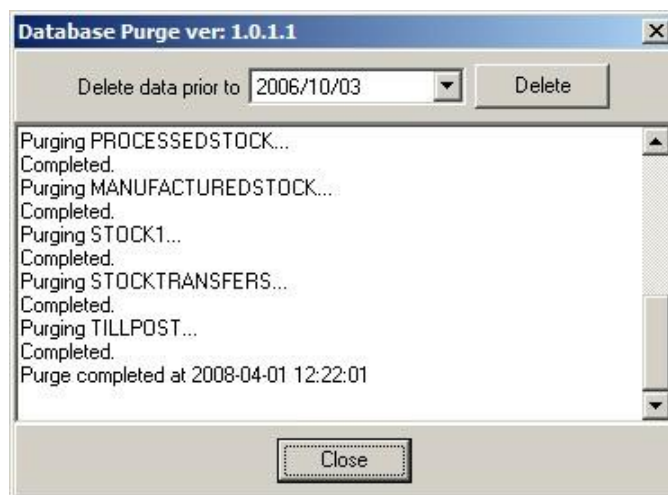
VERY IMPORTANT:

Do NOT press any keys, run any other applications or attempt to close this window at any stage during the purge process.

Doing so will cause corruption in your database, and thus cause you to lose important data.

Completing Database Purge

Once the process is completed, you will be presented with the following screen:



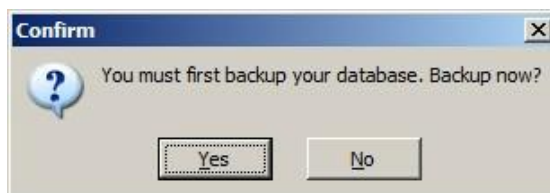
! After running the **Database Purge**, you **MUST** run a **Database Optimise**. If you do not run the optimise after the purge, the physical database size will not be altered.

If we compare this process to using spreadsheets: **Database Purge** is equal to clearing a row of information, while **Database Optimise** is equal to saving your spreadsheet file.

3.10.4 Street Sweeper

The **Street Sweeper** application is part of the database maintenance software. This application is used to remove duplicate street entries in your customer list.

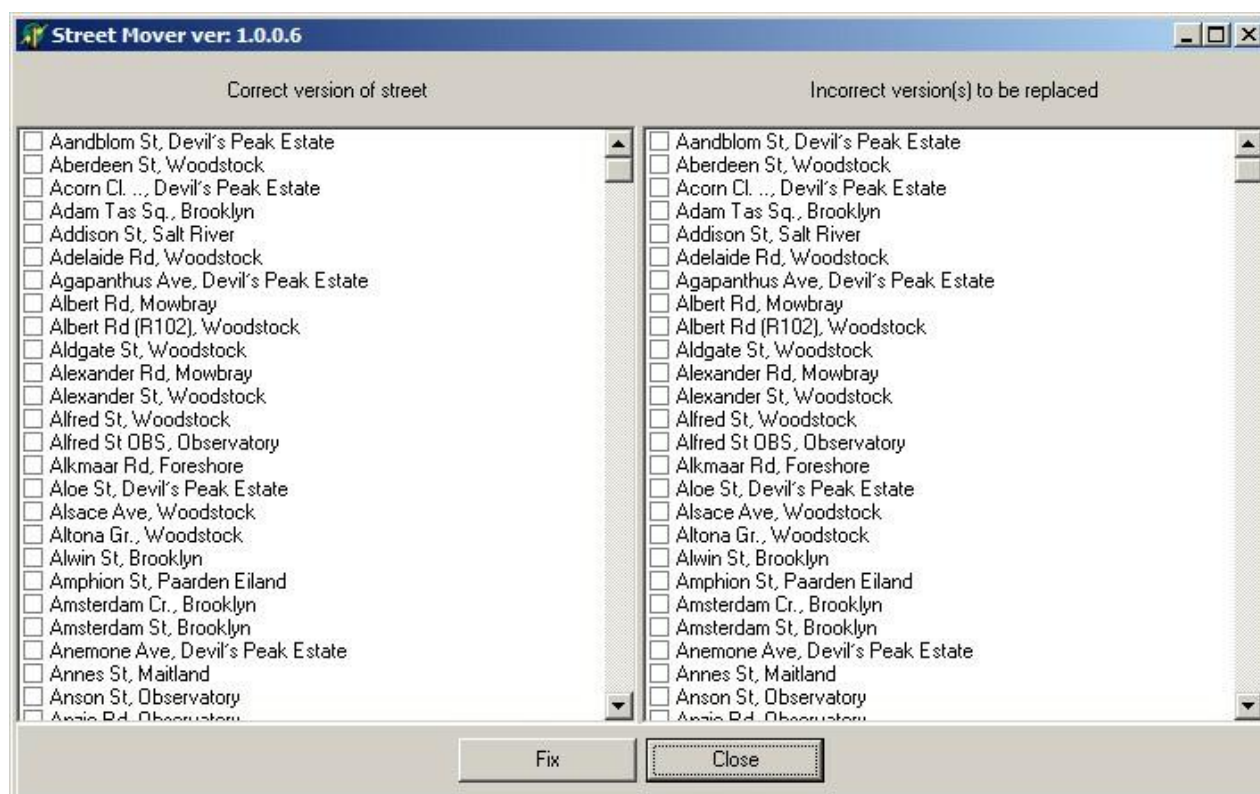
When this application is run, you will be presented with the following screen:



/ As the **Street Sweeper** application changes information in your database directly, for safety reasons, the application will **not continue** unless a backup is performed first.

Street Sweeper Home Screen

After the backup completes, you will be presented with the following screen, listing all your current street names and suburbs:



Correct Version of Street - The left hand list gives you an option to select the correct street to be kept.

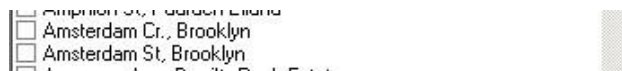
Incorrect Version(s) to be Replaced - The right hand list gives you an option to select the incorrect streets to be moved.

/ This application should only be used if you have street names that cannot be removed from the **List of Streets**.

For more information, see the section on the **Street List** [127](#).

Identifying and Selecting Correct and Incorrect Streets

To begin, first look for the correct street name in the left hand list of streets. In the following example, we have **Amsterdam Cr., Brooklyn** and **Amsterdam St., Brooklyn**.



Let us assume that **Amsterdam Cr.** is the correct street name, whereas **Amsterdam St.** is the incorrect street name, but both have customers assigned to them, and so the incorrect street cannot be removed from the street list. In order to replace **Amsterdam St.** with **Cr.**, click on the correct street on the left hand side:

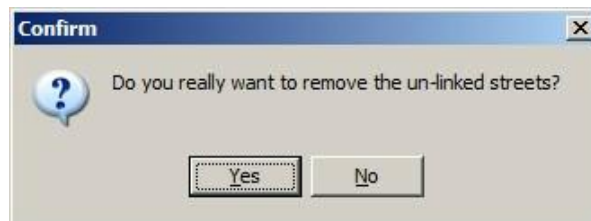


Notice how the street name that you select on the left as the correct street, automatically disappears from the list on the right.

Now select the incorrect street name from the list on the right hand side, as below:



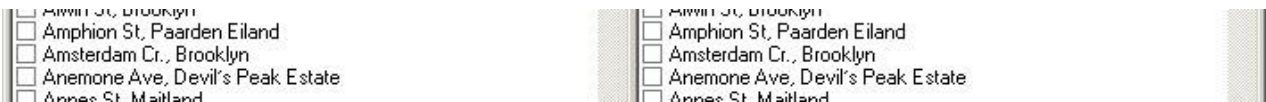
And click on the **Fix** button at the bottom. This will now bring up the following prompt:



If you are certain that you have selected the street names correctly, click on **Yes**.

Replacing Incorrect Streets

This has now re-assigned all information that was linking to "**Amsterdam St.**" and moved it to "**Amsterdam Cr.**". To confirm this, check the list again to ensure that the incorrect street is in fact removed:



Repeat this process for each incorrect street name you may find in your customer's list. When you have successfully replaced all incorrect streets, click on **Close** to exit the **Street Sweeper**.

After working with the **Street Sweeper**, it is recommended that you update the customer statistics.

For more information, see the section on **Updating Customer Statistics** ⁶³.

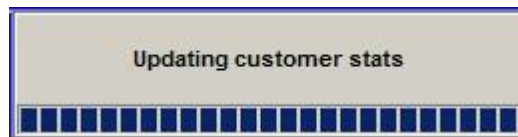
3.11 Update Customer Stats

The **Update Customer Stats** option is used to manually prompt a refresh of the links to the various areas in your customer database. Even though these links (for example; last order placed) are updated automatically when the customer is assigned to an order, it is still recommended to refresh this after any of the following steps:

- \$ Adding a **New Customer** ⁷⁹
 - \$ Editing a current **Customer's Details** ⁷⁹
 - \$ Running **Database Purge** ⁵⁸ and **Optimize** ⁵⁷
 - \$ Running **Street Sweeper** ⁶¹
-

Customer Statistics Update Process

While the customer's statistics are being updated, you will see the following progress bar:



Once this process is completed, this progress bar will simply disappear and allow you to continue working as normal.

This page is deliberately left blank

Part

Lists



IV

4 Lists

The **Lists** menu contains the functions of *BackOffice* relating directly to the information stored in your database. Amongst others, this includes your Full Customer List, your Supplier Listing, your Menu and Stock Items, and your Tables List.

See a topic below for more information:

- **Find Invoices** ⁶⁶
- **Employees** ⁶⁸
- **Suppliers** ⁷⁷
- **Customers** ⁷⁹
- **Survey Questions** ⁸²
- **Menu** ⁸³
- **Stock** ¹⁰⁹
- **Expenses** ¹²³
- **Delivery Areas** ¹²⁶
- **Streets** ¹²⁷
- **Over-ring Codes** ¹³¹
- **Discount Codes** ¹³³
- **Tables** ¹⁴¹

4.1 Find Invoices

The **Find Invoices** feature gives you the option to go back and review invoices from any previous date, regardless of whether the invoice is part of a posted and locked till shift or not. From this feature, you can not only view the order that was processed, along with any discounts applied, but also re-print a duplicate copy of the invoice if needed.

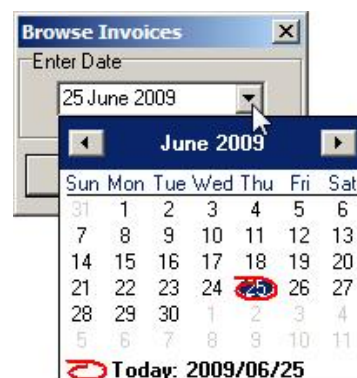
Selecting Date to Browse Invoices

To access this information, select *Lists > Invoices > Find Invoice* from the menus along the top.

This will display the following window:



To begin, first select the date from the calendar drop down list, as seen here:



Browsing Orders on the Selected Date

After selecting the desired date, click on **OK** to show a list of all invoices on the selected date. You will be presented with a window similar to the one below:

The screenshot shows a window titled "Order History" with two main sections: "Previous Orders" and "Order Detail".

Previous Orders

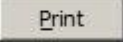
InvoiceNum	Date	Type	AfterDisc	Driver	Status	Comment	Cashier	Name
26	2008/03/25 03:09:57 F	1	107.8		0		001	
25	2008/03/25 03:09:44 F	1	119.7		0		001	
24	2008/03/25 03:09:19 F	1	46.7		0		001	
23	2008/03/25 03:09:07 F	1	17.7		0		001	

Order Detail

Qty	Code	Description
1	LRG031	Chorizo pizza
1	PI001	Thin
1	I002	**** Take Away ****
1	DISC	R59.90 Discount Discount
1	LRG028	Hot Stuff Pizza
1	PI002	Thick
1	I002	**** Take Away ****
1	LRG004	Rock & Roll Pizza
1	PI001	Thin
1	I002	**** Take Away ****

At the bottom right of the window are two buttons: "Print" and "Close".

From this window, you may now browse through the orders for the selected date in the **Previous Orders** section at the top of the window. Selecting an invoice will display the contents of that invoice in the **Order Detail** section below that.

Once you have found the invoice you are looking for, you may re-print the order by pressing the  button.

Once you are done with the **Order History** window, click on  button.

In order to print the invoice, you will need to have an invoice printer set up on your server computer. If your server computer does not have an invoice printer currently installed, you may also print to one of your till computer's invoice printers.

Contact the *Aura Help Desk* for assistance with setting up an invoice printer.

For more information, see the section on the **Invoice Printer Settings** ¹⁵⁷.

4.2 Employees

The **Employees** menu contains the options specific to adding and maintaining your store employee's records and categories. Including specific employee wages, and staff meal discount restrictions. Each employee record must have the correct category assigned to it, this is done for security reasons.

For more details on these security measures, see the section on **Employee Access Permissions** [179](#).

For more information, view the relative topic below:

- **Employee Categories** [68](#)
- **Employee Records** [70](#)

4.2.1 Employee Categories

The **Employee Categories** list displays a list of your currently available employee categories. Employee categories are used to differentiate between different groups of employees, for multiple reasons; including employee access permission and reporting purposes.

When the employee categories list is opened, you will be presented with the following screen:



Toolbar - For more information, see the section on **Navigating Records** [13](#).

Category - Displays the unique category code that has been assigned to the category.


Description - Displays a description linked to the category code.

The list of categories will vary from one store to the next, but the most common will include **Franchisee** (or owner), **Cashier**, and **Manager**. You can add or remove any category as you wish.

Take note, however, that you will not be able to remove a category if there is an employee assigned to that category.

For more information, see the section on **Employee Records** [70](#).

Create a New Employee Category

If you wish to add a new employee category, click on the  button. This will display the following window:



The dialog box titled "New employee category" has two text input fields. The first is labeled "Enter category code" and the second is labeled "Enter category description". At the bottom are "OK" and "Cancel" buttons.

Enter category code - Use this field to enter a unique category code, a generally accepted value is an abbreviation of the category being added.

Enter category description - Use this field to enter a full description of the category being added.


Click on **OK** to save the category. Once added successfully, you should now see the new category in the list, as seen below:

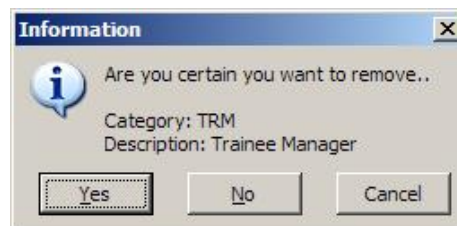


Category	Description
MGR	Manager
CAS	Cashier
WTR	Waitron
FRCH	Franchisee
DRV	Driver
TRM	Trainee Manager

In this example, Trainee Manager was added

Removing an Employee Category

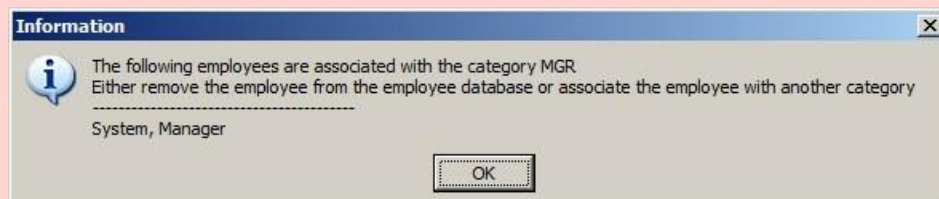
If you would like to remove a category, click on the category in the list, and press the  button. You should now see a prompt similar to the following:



The dialog box titled "Information" contains an information icon and the text: "Are you certain you want to remove..", "Category: TRM", and "Description: Trainee Manager". At the bottom are "Yes", "No", and "Cancel" buttons.

Click on **Yes** to remove the selected category, or click **No** or **Cancel** to return to the list.

! If there are any employees linked to the selected category, you will not be able to remove the category. A message showing a list of all employees in that category will be shown, as seen below:



The dialog box titled "Information" contains an information icon and the text: "The following employees are associated with the category MGR. Either remove the employee from the employee database or associate the employee with another category". Below this is a list: "System, Manager". At the bottom is an "OK" button.

4.2.2 Employee Records

The **Employees** list is used to maintain a list of your current employees. From this screen, you may add new employees, edit existing employees, or remove employees. Below is an example of a list of employees for the purpose of this manual:



Toolbar - For more information, see the section on **Navigating Records** ^[13].

Show (Located in the top right hand corner) - Select to display either active or inactive employees.

Employee List - Displays a list of employees currently in the system, along with any details assigned to each employee.



IMPORTANT NOTE


Certain employees, even though having access to *BackOffice*, should not have rights to edit employee records of a higher level of staff. For example, a **manager** should not be able to maintain or create a **franchisee** employee record. Allowing a manager to do so would create serious security issues in your store that will prove to be very difficult to trace.

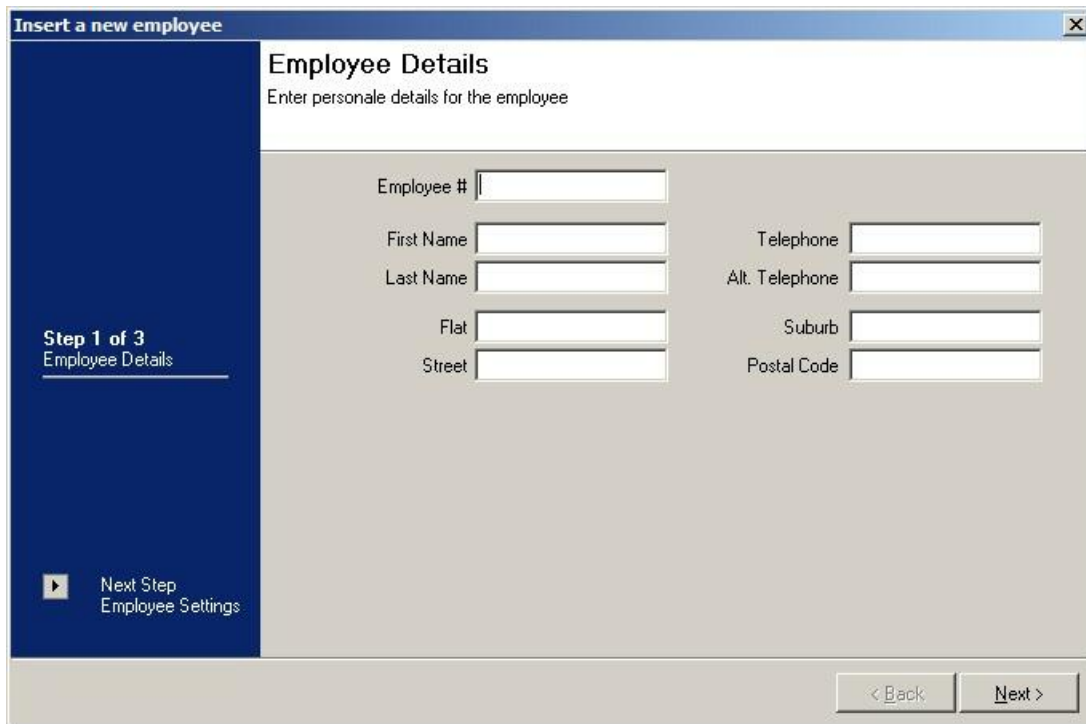
For more information on preventing this, see the section on **Restricted Employee Categories** ^[19].

For more information, see the relative topic below:


- **Adding New Employees** ^[71]
- **Editing Employee Records** ^[75]

4.2.2.1 Adding New Employees

To add a new employee, from the toolbar, click on the  button. This will start the **Insert New Employee** wizard, as seen below:



Enter the required information for the employee being added.

 Required fields:

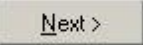
- **Employee #**
- **First Name**
- **Last Name**

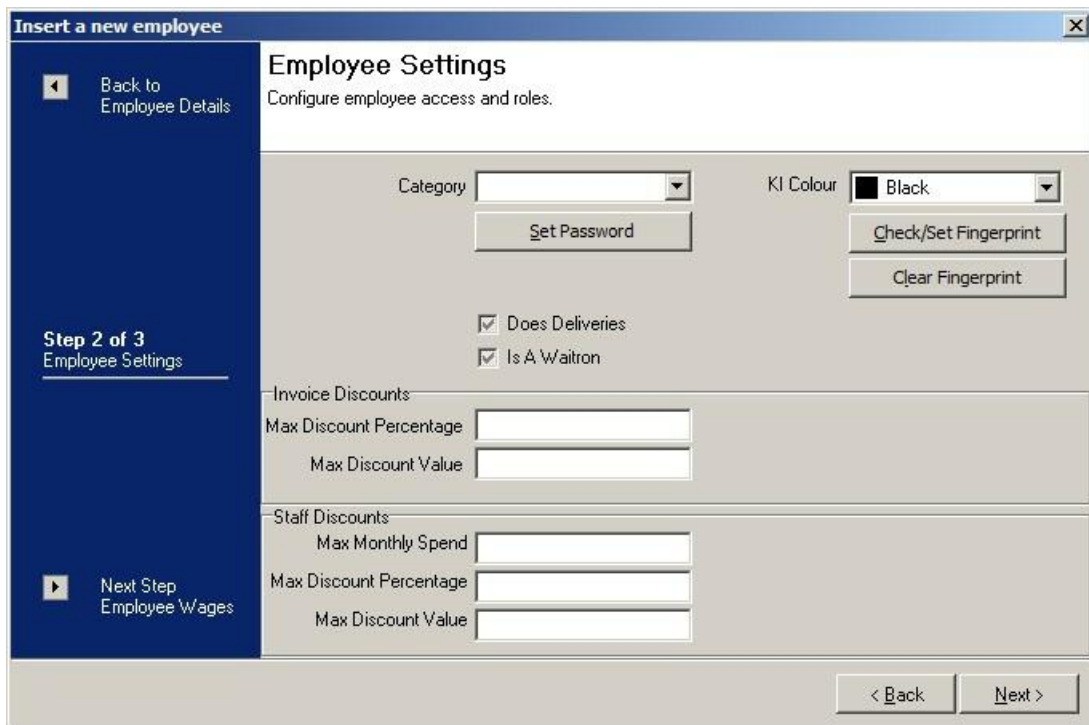
The **Employee #** must be unique to this particular employee. *Aura Back Office* will not allow you to save this employee if this employee number is already in use.

Although the remaining fields are optional, it is recommended for legal and security reasons to store the extra information in your *Aura* system.

Also, take note of the status bar on the left hand side of the wizard, this will give you an indication of the current step and the step that follows.

Employee Discount and Access Control Settings

Once you have enough information to identify your new employee, click on the  button. You will be presented with the following window:



Category - Click on the down arrow and select the new employee's category from the drop down list.

/ If the category you are trying to assign is not in the list, you may need to set up the category first. For more information, see the section on **Maintaining Employee Categories** ⁶⁸.

If the category you need is in the employee category list, but is not available when adding a new employee, you may not have the required permissions to select the desired category.

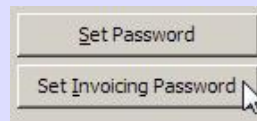
For more information, see the section on **Restricted Employee Categories** ¹⁹¹.

Set Password - Click on this button to set a password for the employee.

// You will need the employee to enter his desired password twice in the following screen then click on **OK**:



If the setting to enable a separate *Invoicing* password has been enabled, you will see the following button below the **Set Password** option:



This secondary password is an *Invoicing only* access code, the code set here will not allow access to *Aura Back Office*. For added security, it is highly advisable that all managers and franchise owners set a secondary password for their *Invoicing* access.

For more information on setting, look for 'Enable Separate Invoicing Password' found under **Program Settings > General** ¹⁶⁶.

Does Deliveries - If the new employee is a driver, tick this option. If not, leave this option clear.

Is a Waitron - If the new employee is a waiter, tick this option. If not, leave this option clear.

KI Colour - This option affects the *Aura Kitchen Items* application: any items assigned to a specific employee will show up with their colour to identify who is responsible for that order.

Check/Set Fingerprint - Use this option to scan in a new fingerprint, or check the currently scanned fingerprint.

Clear Fingerprint - Use this option to clear any fingerprint currently scanned for this employee.

In order to use the above two functions, you will need to have a compatible fingerprint scanner installed.

Contact our *Aura Help Desk* for more information on fingerprint scanners.

In order to save the fingerprints correctly, you will need to save the employee **without** a fingerprint, and edit the employee afterwards to scan a fingerprint.

For more information, see the section on **Editing Employee Records** ⁷⁵.

Max Discount Percentage - Enter the highest percentage discount that this employee can assign to any invoice.

Max Discount Value - Enter the highest rand value discount that this employee can assign to any invoice.

Staff Discounts

Max Monthly Spend - Enter the maximum amount this employee can receive in staff meals.

Max Discount Percentage - Enter the highest percentage discount this employee can assign as a staff meal discount.

Max Discount Value - Enter the highest rand value discount this employee can assign to a staff meal discount.

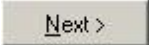
If you leave the *Invoice* and *Staff Discount* fields blank, there will be no restrictions on the amount of discounts this employee can apply to an order.

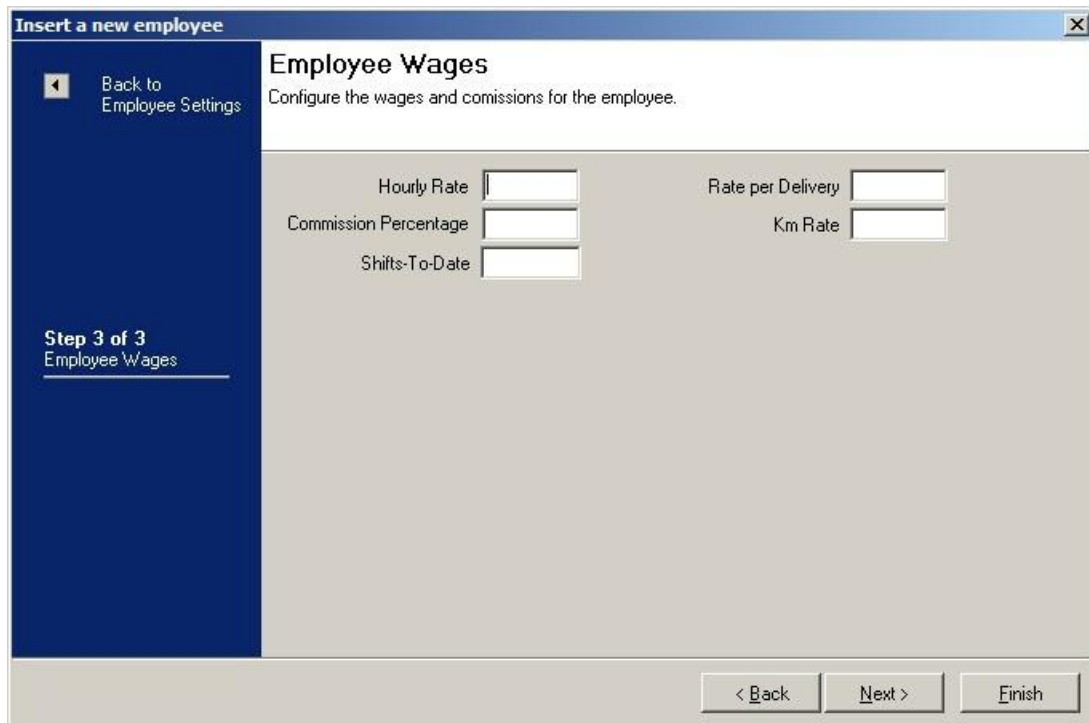
If the employee will not have any access to ring up any orders (for instance, a driver), you can safely leave these fields blank.

Once you have selected the category and entered a password, you will have the option to save the employee. Click on the **Finish** button from the bottom bar to save the employee. As seen below:



Setting Up Automatic Employee Wages (Optional)

Alternatively, If you wish to set up employee's wages, click on the  button to continue. You will now be presented with the following screen:



Hourly Rate - Enter a rand value as an hourly pay rate. This figure will reflect at the end of the day in the employee cashup screen.

Setting an hourly wage means the employee will be paid according to their time period clocked into the *Aura* system. Please ensure that the employee knows to clock in as soon as their shift starts and clock out as soon as it ends.

The clock in and out procedures are done from *Aura Invoicing* and are described in the *Invoicing Manual*.

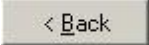
Commission Percentage - Enter a commission percentage for any orders rung up by this employee. Only applies to cashiers or waiters with access to ring up table orders.

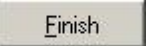
Shifts-To-Date - If the employee has worked here previously, and is returning to his previous position, you may enter his/her shifts previously worked.

Rate per Delivery - Enter a fixed rate to add to the driver's wages for each delivery assigned to him/her. Only applies to drivers.

Km Rate - Enter a fixed rate to add to the driver's wages for each kilometer traveled during their shift. Only applies to drivers.

Confirming Settings and Saving Employee

If you wish to go back and change a field, or just review the options entered, click on the  button to move back a step.

Once all the required information has been entered for your new employee, click on the  button to save the changes.


This will save the employee and return you to the employee records. If the employee has been added successfully, you should now see the new employee in the list, as seen below:


Emp #	Last Name	First Name	Category	Phone 1	Phone 2	Flat	Street
001	System	Franchisee	FRCH				
002	System	Manager	MGR				
003	System	Cashier	CAS				
004	System	Driver	DRV				
005	System	Waitron	WTR				
006	System	Trainee Manager	TRM				

In this example, Trainee Manager has just been added

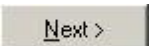
For more information, see the section on **Employee Records** [70](#).

4.2.2.2 Editing Employee Records

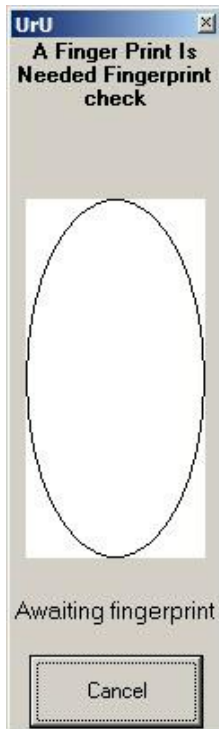
To edit a current employee, from the toolbar, click on the  button. This will open the **Edit an Employee** wizard, as with adding a new employee. From this screen, you may now update the information relating to the selected employee.

 Do not change the **Employee #** value for an existing employee, this unique number is used to link the selected employee to trading information, clock-in and out records, and activity records in your *Aura* system. Changing this number may cause issues for the selected employee.

Editing Employee Discount and Access Control Settings

Once you are satisfied with the information entered on the **Employee Details** page, click on the  button to proceed to the second step, as with adding a new employee. From this screen, you may now update the employee's individual settings: such as their category, discount settings, or fingerprint.

Scanning Fingerprints



Check/Set Fingerprint

The **Check/Set Fingerprint** button is used for maintaining employee fingerprints. Before using fingerprints, there are a couple of important points that you should keep in mind:

- § Ensure that both the fingerprint scanner's glass and the employee's finger are both clean **before** scanning the fingerprint. Any dirt or grease on either one will have an adverse effect on the fingerprint scanning process.
- § In order to save a fingerprint, the employee record must first be saved. Each employee will require a password; whether or not fingerprints are used.
- § In order for the fingerprint system to work effectively, you will require a fingerprint scanner to be installed and activated on each of your POS computers.

When using this feature, you will see one of the messages as described below, see the relative message for more information on what is happening.

If the fingerprint being scanned matched another user's profile, you will see the following message:



At this point, ensure that the employee in question does not already have another account in *Aura*.

The selected employee must now press their finger on the fingerprint scanner to continue. You will see one of the following prompts:

If there is no saved fingerprint for the employee in question, you will be presented with the following message. Click on OK and scan the fingerprint 3 more times.



If the user's fingerprint has already been saved correctly, you will see the following message:



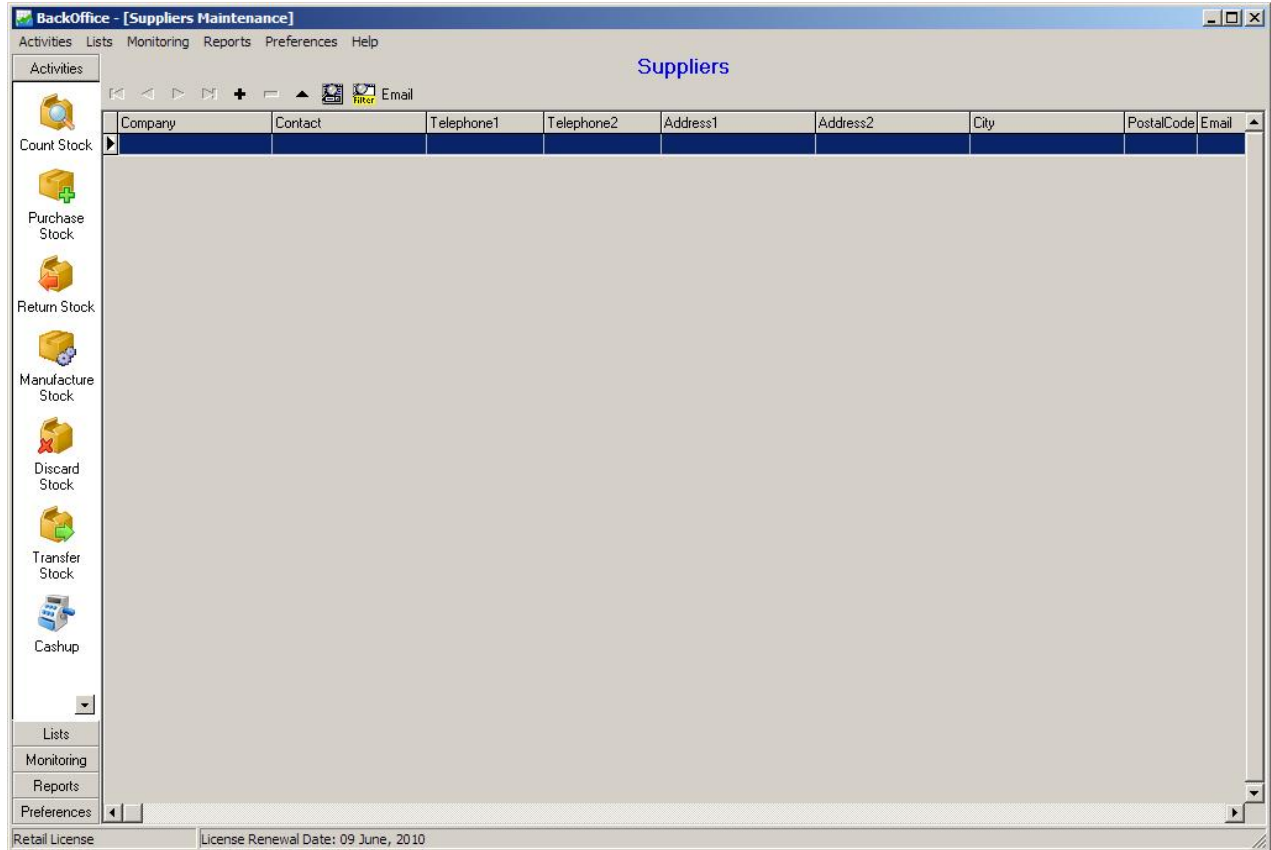
Remember to press the **Finish** button to save the changes and close the window.

4.3 Suppliers


All Goods Received Vouchers (GRVs) captured into the *Aura* system must be associated with a supplier record. By creating this vital link, *Aura* can better manage and track the stock flow from supplier to store, as well as ensuring the correct functioning of the **Return Stock** feature. Certain stock purchase and control reports also use this information to categorize and group information for easier viewing.

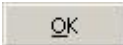
For more information, see the section on **Return Stock** ³⁰.

The suppliers list can be accessed by going to the menu *Lists > Suppliers*.



Creating New Supplier Record

Adding new suppliers is as simple as clicking on the  button from the toolbar. This will bring up the **Insert a New Supplier** screen, as seen here:

Enter in the required details for the supplier, and press the  button. Note that OK will only be available after information has been entered into the *Company Name*.




The dialog box titled "Insert A New Supplier" contains the following fields: Company Name, Contact, Telephone 1, Telephone 2, Address 1, Address 2, City, Postal Code, Email, and Accounting Code. At the bottom are OK and Cancel buttons.

After successfully saving the supplier, you will see the new supplier in the list with all details you entered. For example, Bob's Food:

Company	Contact	Telephone1	Telephone2	Address1	Address2
▶ Bobs Food	Bob Green	011 123 4567	082 345 6789	Shop 4a	24 Green Street

! Do not use any special characters in any of the suppliers details, characters such as ' " : ; / ? > < { } etc, will cause problems with the system.

To edit any supplier, you can either double-click on the supplier's name, or you can click once on the  button. This will allow you to edit the supplier's details.



The dialog box titled "Insert A New Supplier" is now populated with the following data: Company Name: Bobs Food, Contact: Bob Green, Telephone 1: 011 123 4567, Telephone 2: 082 345 6789, Address 1: Shop 4a, Address 2: 24 Green Street, City: JHB, Postal Code: 1234, Email: orders@bobsfood.co.za, Accounting Code: 65129984. At the bottom are OK and Cancel buttons.

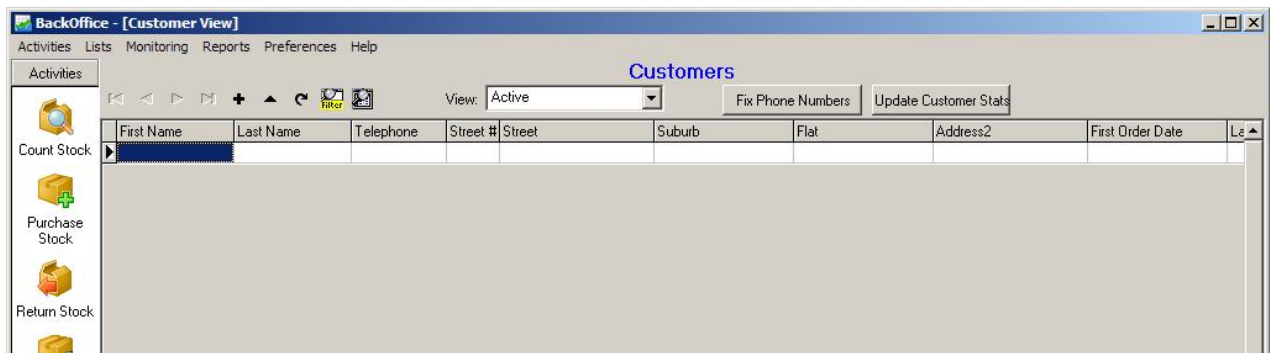
Once you have a supplier successfully added, you may now create a purchase order from this supplier.

4.4 Customers

The customer's list is essential for *delivery* and *collect* orders, but a customer can also be assigned to *table* and *counter* orders. Assigning customers to orders plays a vital role in the customer related marketing features of *Aura*; without customer details, if a customer complains or comments on that order, it becomes very difficult to link this back to the exact order. A customer may also come in and ask what drinks they had with the last order; without assigning a customer, the order history feature will not function correctly either.

/ If your store does not process any **collect** or **delivery** orders, you may not need to access the customer list and this feature will quite likely be disabled on your system. Please contact *Aura* for more information on enabling the customers feature in *Aura*.

To access the customer list, go to *Lists > Customers*.

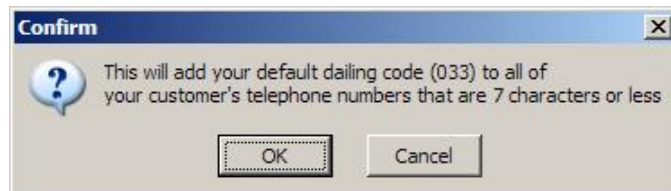


Along the top you will see the standard toolbar, followed by a filter to show **active** or **inactive** customers. Next to these options are two buttons designed for customer maintenance.

Fix Phone Numbers

- Pressing this button will attempt to fix customer phone numbers by adding your default dialing code to incomplete numbers.

Using this feature will display a prompt similar to the following:



There are a few important points to keep in mind:


- § This will only affect numbers stored in the **Phone** field, as described further below.
- § It will not alter phone numbers that are more than 7 digits, as they are considered to already have a dialing code.
- § Any phone numbers with 7 digits or less will have the preset **Default Dialing Code** added to start of the number.

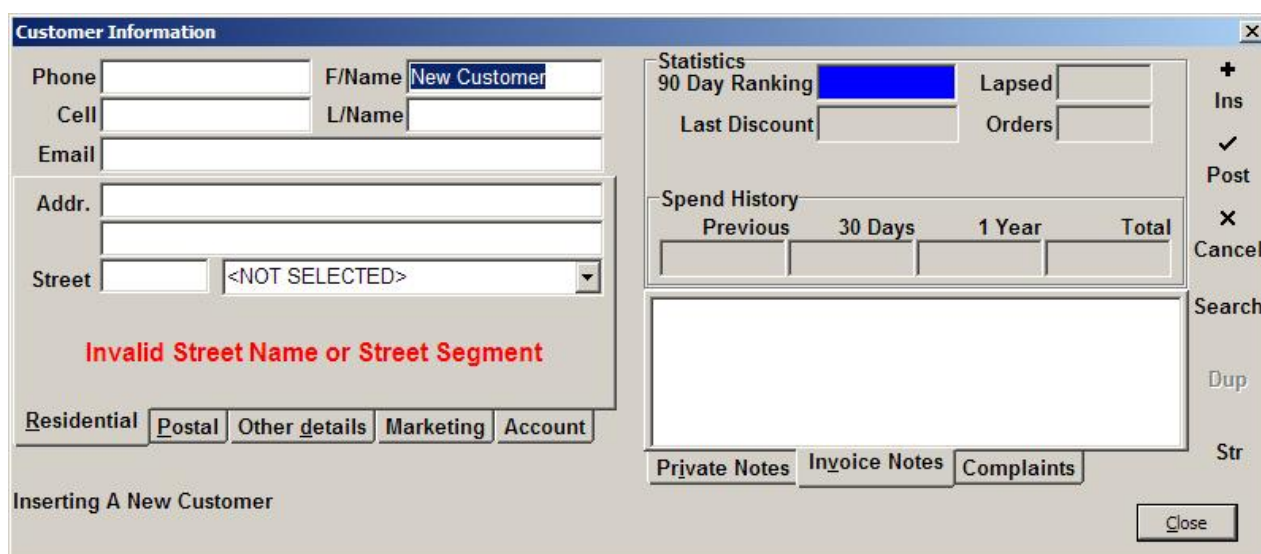
For more information on setting the **Default Dialing Code**, see the section on **Store Settings** ¹⁶³.

Update Customer Stats

- This will invoke the same process as the **Activities > Update Customer Stats** ⁶³ menu option.

Adding New Customer Records

To add a new customer, press the  button. This will display the Customer Information screen.



The Customer Information screen is a window with a title bar and a close button. It contains several input fields and sections:

- Phone**: A text field.
- Cell**: A text field.
- Email**: A text field.
- F/Name**: A text field containing "New Customer".
- L/Name**: A text field.
- Addr.**: A text field.
- Street**: A text field and a dropdown menu showing "<NOT SELECTED>".
- Invalid Street Name or Street Segment**: A red error message.
- Residential**, **Postal**, **Other details**, **Marketing**, **Account**: A row of buttons.
- Inserting A New Customer**: A label.
- Statistics**: A section with "90 Day Ranking" (a blue button), "Last Discount" (a text field), "Lapsed" (a text field), and "Orders" (a text field).
- Spend History**: A section with "Previous", "30 Days", "1 Year", and "Total" (text fields).
- Private Notes**, **Invoice Notes**, **Complaints**: A row of buttons.
- Close**: A button.
- Buttons on the right**: A vertical column of buttons: "+", "Ins", "✓", "Post", "X", "Cancel", "Search", "Dup", "Str".

Phone - A telkom contact number.

Cell - A cell phone contact number.

Do not leave any spaces in the cell number, this field is used for marketing.

Email - Email address for contact.

Do not leave any spaces in the cell number, this field is used for marketing.

F/Name - First name of customer.


L/Name - Last name of customer.

Addr. - Street address of customer.

This will print on the customer's slip.

Street - Enter a street number in the first field, and select the street from the drop down list in the second field.

This field links the customer to a street inside the system.

 If you do not have the required street in the list, please see the section on the **Street List** ¹²⁷.

Enter in the required fields to save the customer information. If this has been entered correctly for delivery orders, the customer information screen should display similar to the following:

Phone	0331234567	F/Name	John
Cell	0821234567	L/Name	Smith
Email	jsmith@gmail.com		
Addr.			
Street	1	Street Name	
Suburb	Suburb	Map	A1
Code	1234	Del. Chg.	R 0.00
<input type="button" value="Residential"/> <input type="button" value="Postal"/> <input type="button" value="Other details"/> <input type="button" value="Marketing"/> <input type="button" value="Account"/>			

If your store will not be delivering to this customer, or they only wish to do collect orders, you may leave the **Addr** and **Street** fields blank. Doing so will prevent *Aura Invoicing* from allowing deliveries to be assigned to this customer, but will still allow collect orders.



After setting up the customer, click on the **Post** button on the right hand side to save the changes. If the *Post* button is greyed out, then the changes have already been saved.

Setting Customer as 'Inactive'

At times, a currently active customer may wish to be removed from your *Aura* system for some reason. If they have orders placed with the store anytime in the past, their details may not be removed completely as there are previous orders linked to their customer details record, but their customer record may be set to 'Inactive'; essentially preventing any new orders from being assigned to the selected customer.

Firstly, locate the customer record in the **Customer List**. Once the customer's name has been found, right click on the name and select 'Toggle Active Status', as seen below:



If the customer is currently active, this will set their customer record to 'inactive'. However, if they are currently under the inactive list of customers, doing this will set their record to 'active' again. To switch between the list of active or inactive customers, select the desired option from the drop down list labelled **View** at the top of the screen, as seen below:

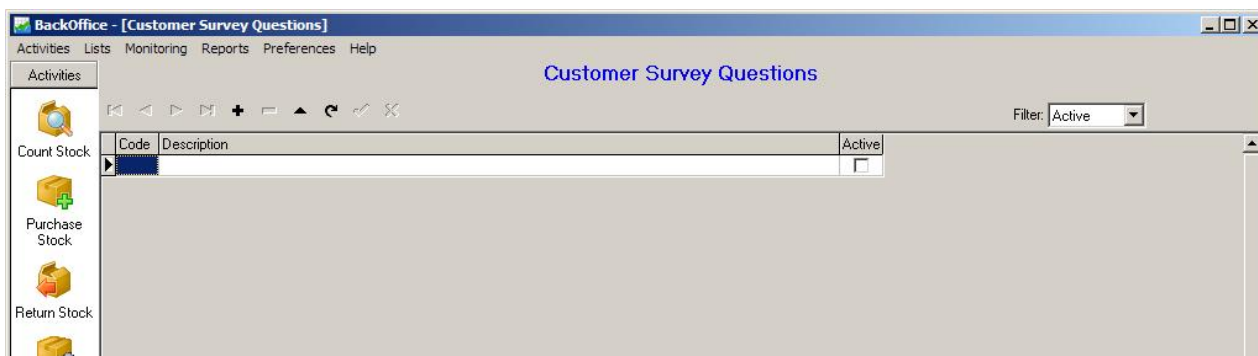


4.5 Survey Questions


Customer survey questions have been implemented in *Aura* in order to get the customer's opinion of the service they received in your store. The survey is set up and printed on your invoices as a footer image, printing out on the footer of each invoice. These same questions must be set up inside *Aura BackOffice* in order to capture these in the employee cashup screen.

The capturing of survey questions is described in more detail under the employee cashup screen. A report is also available to view a summary of captured employee surveys. For more information, see the sections on the **Employee Surveys**^[41] and the **Survey Ratings Report**.


When opened, the **Customer Survey** screen will show as follows:




Set Up Survey Questions

To insert a new survey question to the list, click on the  button from the toolbar, this will allow you to enter a unique **code** and the **description** for the first question, as seen below:

Code	Description	Active
SQ1	How friendly was your waitron?	<input checked="" type="checkbox"/>



Once the **code** and **description** have been entered as you want them, click on the  button to save the question.

Top add another question, simply click on the  button to add a new line. Repeat this process until all required questions have been inserted.

Viewing and Editing Questions

Once you have the questions entered, you may go back and modify certain questions to rephrase or correct errors if necessary. Take the example questions below for instance:

Code	Description	Active
SQ1	How friendly was your waitron?	<input checked="" type="checkbox"/>
SQ2	How did you enjoy the meal?	<input checked="" type="checkbox"/>
SQ3	How clean was the restaurant?	<input checked="" type="checkbox"/>
SQ4	How prompt was the service?	<input checked="" type="checkbox"/>

If you wish to edit any of the questions, you may either double click on the question with your mouse, or select the question and click on the  button. Remember to click on the  button to save the changes.

4.6 Menu

Menu contains a list of features specific to maintaining your *Invoicing* menu items. Amongst others, this includes: menu categories, menu items, picklists, and production printer association.

For more information, see the relative topic below:

- **Menu Departments** [\[84\]](#)
 - **Menu Categories** [\[85\]](#)
 - **Menu Items** [\[86\]](#)
 - **Picklists** [\[100\]](#)
 - **Kitchen Printer Wizard** [\[103\]](#)
 - **Items Per Report Group** [\[105\]](#)
 - **Items Per Sales Location** [\[107\]](#)
-

4.6.1 Departments

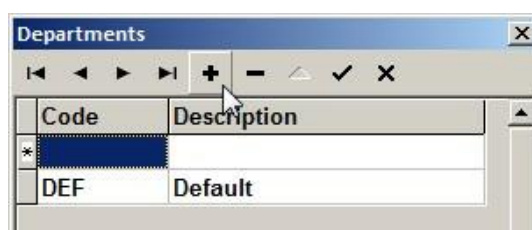
The introduction of **Menu Departments** adds the option to create custom menu item groups for *Invoicing*, allowing certain menu items to be kept in close proximity to each other for easy access. As creating these groups does not involve the editing of menu items, this feature is also available to stores that are locked out from editing their menu.

The other notable functionality of these departments is the ability to select which departments are shown by default on each till ID when starting a new order. This is especially helpful if your store has a till point in key areas of the store; such as a bar area and a meals area, where certain menu items can only be ordered from special areas of the store.



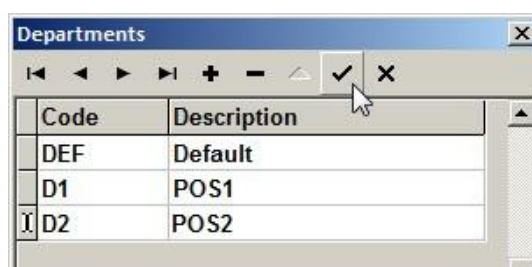
Adding New Departments

Creating a department is as simple as clicking on the **+** button along the toolbar, in order to enter the desired **code** and **description** fields; as seen here:



These fields must be unique, attempting to add two separate departments with either the **code** or **description** fields the same will not work.

After you have entered the desired code and description, click on the **✓** button to save the changes. As seen here:



Once you are satisfied with the list of departments, simply click on the **Close** button to leave this screen. The next step is to specify which departments each menu item is included in.

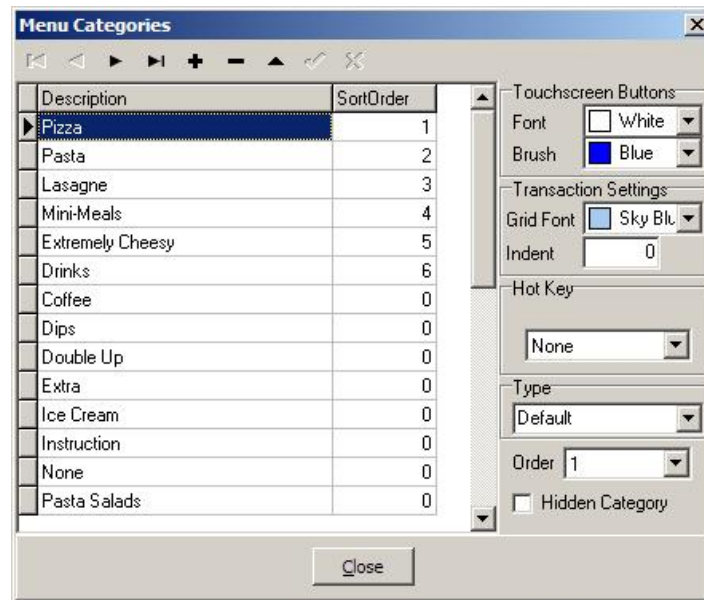
For more information, see the section on the **Menu Items Other Tab** ⁹⁸.

4.6.2 Categories

The **Menu Categories** window is used to maintain a list of categories to group your menu items together. For stores that download the menu, these will be preset by your head office and you should not ever need to use this window.

If you are setting up your own menu, amongst other things, a well thought grouping system for your menu items will result in:

- Easier *Invoicing* menu navigation, increasing the efficiency of your cashiers.
- Clearer sales reports, making it easier to find information.



Description - This shows the name of the category.

Sort Order - This column displays the selected sorting order for each category. If the sort order is left as 0, categories will be sorted alphabetically.

Font - This selects the colour of the text that will appear on the category button in the touchscreen interface of *Aura Invoicing*.

Brush - This selects the colour of the button background for the category button in *Invoicing*.

Grid Font - This will affect the text colour of the menu items as the cashier's ring them up inside *Invoicing*.

Indent - This setting will force an indentation on a new order for all items assigned to this category.

Hot Key - Inside *Invoicing*, this feature is to set a shortcut key to go to the desired category, regardless of what category you are currently viewing. You may select any of the function keys (F1 through F12), number keys or letters.

In **Touch Screen Mode** these hot keys will display as an extra panel along the bottom of the of the menu items display, in the order in which they are assigned here. See the *Invoicing* manual for more information on this.

Type - This is a new function which has not been implemented yet.

Order - Specify the **Sort Order** for the selected category; this will only affect *Aura Invoicing*.

Hidden Category - Ticking this option hides the selected category button from the *Invoicing* selection.

This does not remove items in the category, it simply hides the items from view. If an employee (such as the manager) knows the code, the item can still be rung up in either **Touch Screen** or **Keyboard** mode.

4.6.3 Items

The **Menu Items** screen is used to add, remove and maintain all menu items for *Invoicing*. When opening the menu items page, you will be presented with the following screen:

Keyboard shortcuts can now be used to navigate to the previous or next menu item in the current filter.

"**Alt + left arrow**" To move to the previous record.

"**Alt + right arrow**" To move to the next record.

Navigation Toolbar



Locate Specific Record - This option will open the locate field value window. (**Navigating Records** ^[14])



Filter Dataset - This opens an advanced data filter, showing only the menu items fitting the criteria specified. (**Dataset Filter** ^[15])



Print Menu Items - Shortcut to the Menu Items With Recipes Report. (**Menu Items With Recipes Report**)



Picklist - Shortcut to the picklist manager. (**Picklist Manager** ^[100])



Refresh Data - This option will force a refresh of the menu items listing. This will also recalculate menu item costing from the recipes associated to them.


Category Filter - The category filter is used to filter the menu items that are displayed. This will not change any menu items, this will only restrict the items that are displayed for the current session.

Show (Active / Inactive) - This filter is used to show either the currently active or inactive items only.


Active items are menu items that will currently display on *Invoicing*, available for sale. Inactive items are menu items that are no longer sold, but cannot be removed from the *Aura* system due to links in previous invoices.

Menu Item

Item Code - This is a unique alphanumeric code or **PLU** (*Price Look Up*) code to identify the item. This is of particular importance when using the keyboard interface of *Aura*. Cashiers are able to quickly go to a section of the menu as soon as they key in the first character of the **Item Code**.

 Item codes must be unique to each menu item, *Back Office* will not allow you to save a menu item if the code entered is already in use by another item.

Category - Displays the menu category for the selected menu item. The menu category contains certain information regarding the menu items assigned to them, as well as grouping the menu items inside a new sale in *Invoicing*.


 - To the right of the category drop down list, you will see a button to open a full list of the menu categories. The only benefit of using this over the normal drop down list is that you can see the sort order of your categories more easily.

Inv. Description - This line will determine the description of the item as it displays inside *Invoicing*, the menu item related reports, and on the customer's till slip.


Slip Description - This line will determine the description of the item as it will print out on the production slip.

Size - The size option works as a sub-category inside the currently selected main category.


Sort Order - Using this option you may select the order in which the menu items will be displayed inside the category on *Invoicing*.

 The above two options are optional and may be left out.
The **Size** option is recommended for certain categories.
For example, in the **Drinks** category, assigning sizes to your **Cans**, **500ml** or **2l Bottles** would make it easier to navigate the menu inside *Invoicing*.
Take note, these will both only make a difference in **Touch Screen Mode** and will have no bearing on the **Keyboard Mode**.

RSP (Incl.) and **RSP (Excl.)** - These are the Retail Selling Price including and excluding the VAT amounts.

Cost Price - This is the cost to store according to the stock item recipe. For more information on this, see the section on **Stock Item Recipe** .


Item Gross Profit - Items with a recipe (cost to company) and a sales price (income to store) has an effect on the store **Gross Profit** figures. This pie chart gives you an indication of how each item will affect your GP.

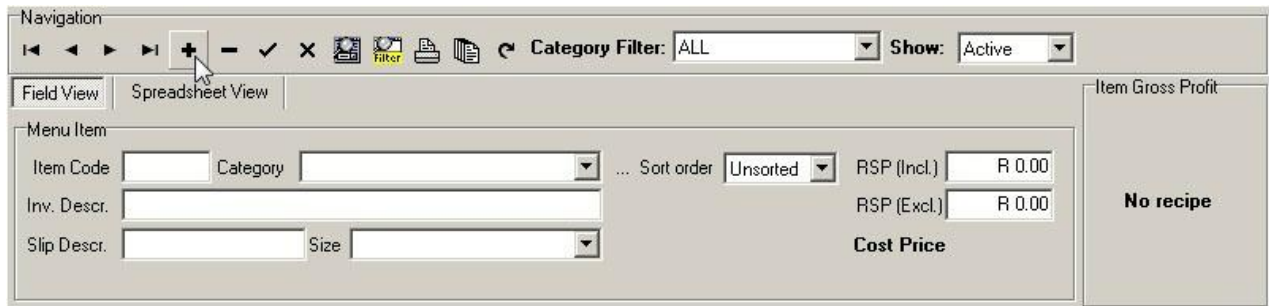
 For a complete list of these GP pie charts, you may run the **Menu Items With Recipes** report.


Adding New Menu Items


! The following section is only applicable to stores that *create* and *manage* their own menus. For larger franchise chains that download their menu from a central head office store location; these options will most likely be locked out by default, and cannot be changed.

All steps hereafter are described with the assumption that the menu is not locked for editing and that you have the required access permissions to enter the required information.

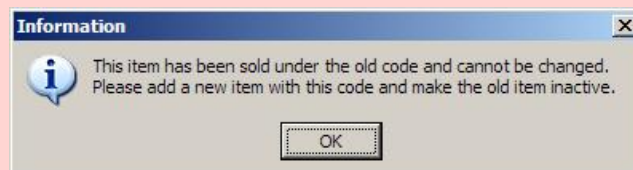
In order to add a new menu item, begin by clicking on the  button from the top navigation bar. After doing so, you will notice the Menu Item fields become blank, ready for the new item information to be entered, as seen below:



After adding all required information in the fields above, you will need to click on the  button to save the item. Keep in mind an item must be saved before a recipe can be added for this item, this is to ensure the recipe and menu item are linked correctly. You may view the links below for more information on extra menu item options.

You may also **edit** a current menu item if needed; with the item on screen, click on the  button to unlock the item for editing. This will allow you to edit the item information.

! You cannot change the **item code** on a currently active menu item, doing so will show the following error message:








If for some reason a menu item does require a new item code, this menu item must first be marked as 'inactive', and a new item created with a new code.

Extra Menu Item Specific Options

Below the *Menu Item* section of the window, you will be presented with additional options relating to the menu item. You can switch between these extra features by using the following row of tabs:



For more information, see the relative topic below:

- **Recipe** 
- **Other** 
- **Colouring** 
- **Screen Saver** 
- **Barcode** 

4.6.3.1 Recipe

Recipe for above item - The left half of this tab contains the recipe for the selected menu item.

Code - Displays the unique stock item code.

Qty - Displays the quantity of the stock item used in the recipe.

Measure - Displays the unit of measure for the stock item.

Description - Displays the named description of the items in the recipe.

Cost - Displays the cost to store of the specified stock item as used in the recipe.

Toolbar



- Use this button to search for all menu items that have the selected stock item in their recipe.



- Adds the selected stock item to the recipe for the current menu item.



- Removes the selected stock item on the left from the menu item recipe.



- Removes ALL items from the menu item recipe.



- Copies the current recipe to the computer clipboard for later use.



- Pastes the recipe currently in the clipboard into the current menu item.



- Scale all stock item quantities in the recipe by a percentage.

Stock items available for recipes - The right half of this tab lists all your stock items that can be used in a recipe. This list includes items that are purchased and items that are manufactured in store.

Code - Displays the unique stock item code.

Measure - Displays the unit of measure for the stock item.

Description - Displays the named description of the item.

Cost - Displays the cost to store of the specified stock item.

Category - Displays the category that the specified stock item belongs to.

With both sections of the recipe tab, the **Cost** columns are worked out from the purchases entered for the specific stock. If a stock item shows a R0.00 cost, it may be that the item has not yet been purchased or was purchased incorrectly. In this case, please check your stock purchases.

For more information, see the section on **Purchasing Stock** [\[25\]](#).


Adding Items to a Recipe

To create a recipe for a menu item, start with the *Stock items available for recipes* section on the right hand side. Search for the desired stock item by typing the **description** in the 'Search:' block. As you type, the list will update and select the first item matching what you type, as seen below:

Stock items available for recipes

Search: STR Filter: ALL

Code	Measure	Description	Cost	Category
P012	EACH	SMOOTHIE CUP...	R 0.02	PACKAGING
S001	EACH	SODA CANS	R 4.83	SODAS
P007	EACH	SPOON PLASTIC	R 0.06	PACKAGING
G018	EACH	SPRAY & COOK	R 16.94	GROCERIES
C012	EACH	STRAWBERRY ...	R 0.00	BAKERY
SM002	1.5KG	STRAWBERRY	R 75.00	SMOOTHIES
P002	EACH	STRAWS	R 0.03	PACKAGING
G025	EACH	SUGAR SACHE...	R 0.08	GROCERIES
G024	EACH	SUGAR SACHE...	R 0.07	GROCERIES

Once the desired stock item has been located, you can add it to the recipe by pressing **Enter** on your keyboard, **double clicking** on the stock item, or pressing the  button. Doing so, will present the following window:

Add ingredient to recipe

Enter the quantity for the following item


Description: STRAWS

Measure: EACH

Current Qty: 0

OK Cancel

Take note of the **Measure**, and enter the quantity required for this recipe. Press **Enter** on your keyboard or click on **OK** when done. You should now have the stock item in the recipe for the selected menu item.


 If the stock item already exists in the item recipe you are trying to create or edit, you will be shown the following message:

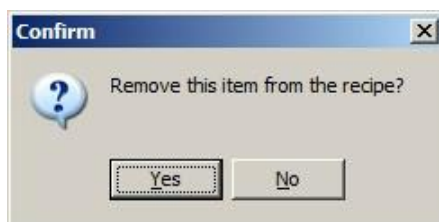
Information

 The stock item STRAWS already exists in APPLE JUICE

OK

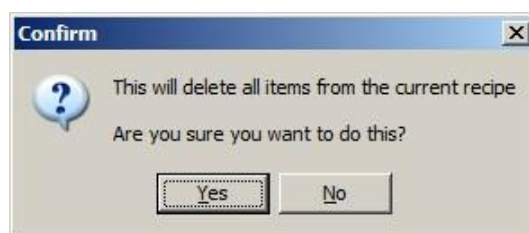
Removing Items from a Recipe


If you need to remove an item from the recipe, select the item from the recipe on the left, and press the  button. This will show the following prompt:



Clearing the Entire Recipe

To clear the recipe block and start again, use the  button. This will bring up the following prompt:



! If you accidentally clear the recipe, and need to undo this, you will need to click the  button from the **Navigation Bar** at the top of the screen before changing anything else.

Keep in mind that this will undo ALL changes since the last time this menu item was saved.

Recipes and Inactive Stock Items

In certain circumstances, especially where menus are downloaded from a central head office, you may find a stock item that was previously used is no longer needed. Once a stock item has been purchased, discarded, or used in a stock or menu item recipe, it cannot be removed completely from the *Aura* system. In a situation such as this, the stock item will be set to **inactive** instead. By this method, the item details are still stored for reporting purposes, but the item cannot be used as it is inactive.


Where a menu item recipe contains a stock item that is then made inactive, you will see the following information:

Recipe for above item

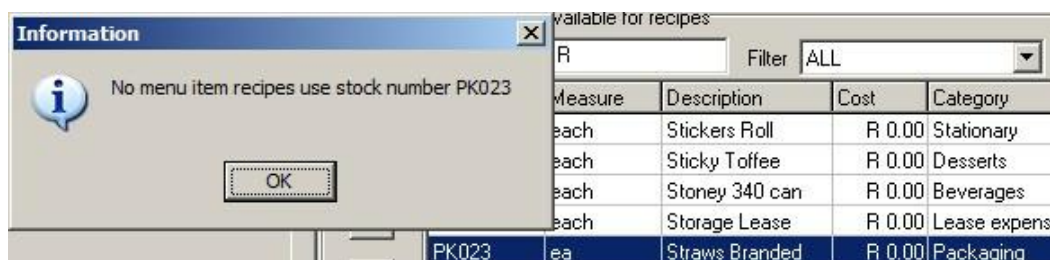
Recipe Contains Inactive Items					
	Code	Qty	Measure	Description	Cost
▶	G017	0.05	LITRE	BBQ SAUCE	R 0.48
	UM003	1	EACH	BEEF PATTY	R 9.20
	B005	1	EACH	BURGER ROLL	R 0.96
	G019	0.003	KG	CHIP SPICE	R 0.14
	G020	0.1	KG	FRIES	R 1.23
	FV006	0.015	KG	LETTUCE FANCY	R 0.90
	G016	0.03	LITRE	OIL CRISPA	R 0.45
	FV005	0.01	KG	ONIONS	R 0.08
	FV009	0.001	KG	PARSELY	R 0.07

Notice how the affected stock item itself is highlighted with a grey background. Ideally this stock item should be removed and replaced with the correct item.

Searching for Recipes

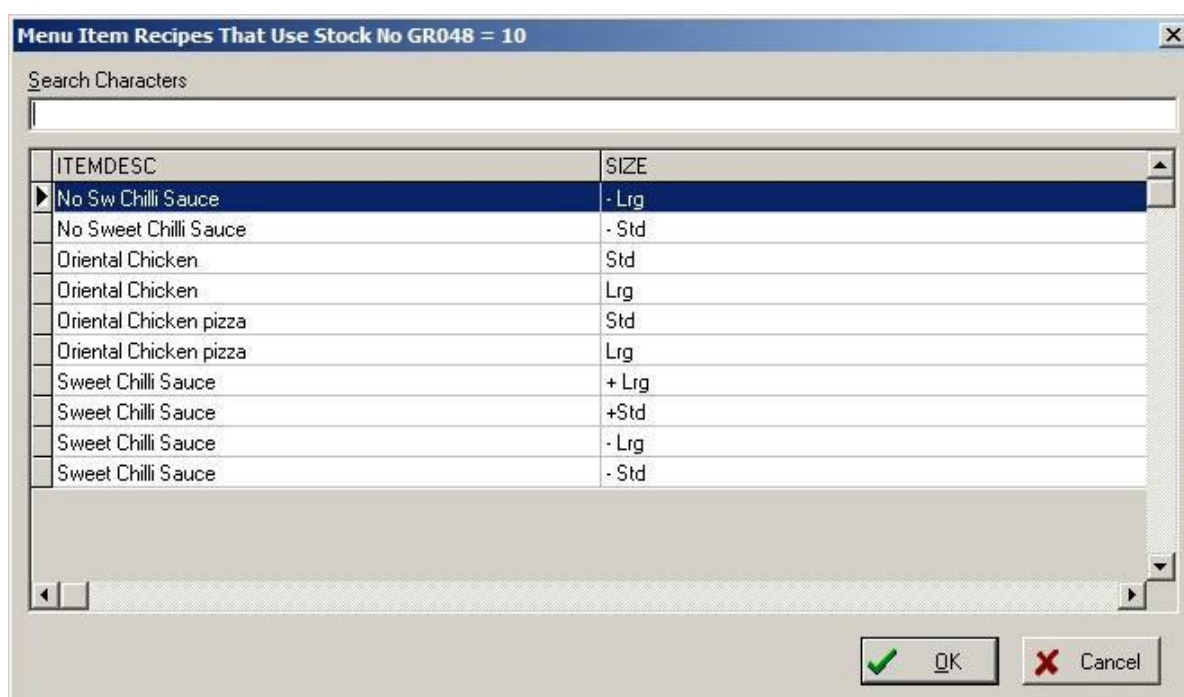
If you would like to know how many different recipes a certain stock item is used in: First, find the stock item in the list of *Stock Items Available for Recipes*, and then press the  button.

If the stock item is not used in any recipes, you will see the following message:




In the above example, 'Straws Branded' is not found in any recipes.

If the item is found in one or more recipes, a list of all menu items using that stock item will be displayed. Similar to the following:



In the above example, stock item GR048 (which was Sweet Chilli Sauce) is found in all the menu items listed.



 If you would like to view any of the recipes, select the menu item and click on **OK**. This will navigate to the selected menu item.


Copying, Pasting and Scaling Recipes

These functions are design to make recipe duplicating for different size items simpler. For example, let's take the recipe for a 'Health Breakfast':

Recipe for above item

	Code	Qty	Measure	Description	Cost
▶	FV002	1	EACH	BANANA	R 1.60
	G003	0.02	LITRE	HONEY	R 1.23
	G004	0.08	KG	MUESLI TOAST...	R 4.06
	P003	1	EACH	SERVIETES	R 0.06
	D001	0.15	KG	YOGHURT PLAIN	R 3.94

To use this recipe in aid of creating a 'Giant Health Breakfast', first **Copy** the recipe to the clipboard with the  button. Now use the **Navigation Bar** to navigate to the 'Giant Health Breakfast' menu item, and click the  button to paste the recipe.

Because the 'Giant Health Breakfast' is twice the size of the standard one, it will require twice the quantity of items in the recipe. To change this, click on the  button. This will bring up the following prompt:

Scale Recipe Items [X]

Scale The Selected Recipe By %

[OK] [Cancel]

Enter the percentage to multiply the recipe by. To double it, enter **200%** and click on **OK**. Our example recipe should update to show the following:

Recipe for above item

	Code	Qty	Measure	Description	Cost
▶	FV002	2	EACH	BANANA	R 3.20
	G003	0.04	LITRE	HONEY	R 2.46
	G004	0.16	KG	MUESLI TOAST...	R 8.11
	P003	2	EACH	SERVIETES	R 0.11
	D001	0.3	KG	YOGHURT PLAIN	R 7.89

4.6.3.2 Other

Menu Item - The following are extra options for customizing the selected menu item.

Inactive - If you do not use a certain menu item any longer, and are unable to delete it, marking the item as 'inactive' will remove the selected item from both *Invoicing* and from your reports.

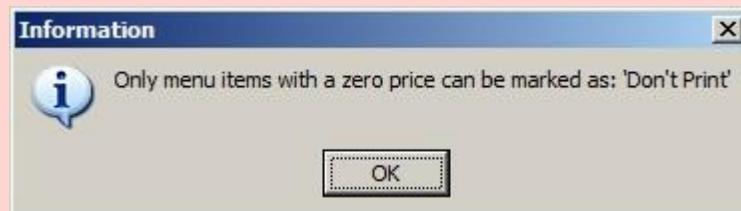
Display - With this option selected, it will cause the selected menu item to display inside *Invoicing*. With it de-selected, the item will still be available from a picklist, but will not display as an item on it's own in the menu.

Child Item - Selecting 'Child Item' changes the way that the selected menu item prints to the production printer.

If you have a menu item that is only ever rung up through a picklist, and never on it's own, it is advisable to de-select **Display** and select **Child Item**. This will prevent the item from being available from *Invoicing*, and will highlight the item on the production slip, making it clearer on the slip that it is a child of item above it.

Don't Print - Selecting this option will prevent this item from printing on the customer's slip. This is most often used on instructions for the kitchen staff.

! Keep in mind that by law the customer **must** see all paid-for items on their slip, and therefore this option is *only* available to menu items that have **the price set to zero (R0)**. If "Don't Print" is ticked on an item with a price above R0, when saving the following message will be shown:



Optional Item - This option is used in large chains of stores with a single head office to manage the menu. This feature is described in more detail further on.

Prompt for Quantity - Selecting this option will make *Invoicing* bring up a quantity prompt whenever this item is rung up on an order.

Price is Locked - Selecting this option prevents cashiers and managers from overriding the price of the selected menu item.

Report Group - With report groups set up, it is possible to categorise the menu items with more flexibility on the reports. These groups can be created for many different reasons, the most common of these however is for a 'combo store'; where two different stores share a property and a single server computer.

Items can also now be assigned to Report Groups by a wizard. For more information, see the section on **Items Per Report Group** [105].

Sales Location - With larger stores and restaurants, it is quite likely that multiple locations are available for the stock to be stored. In these situations, certain menu items can be set to pull their stock from one specific location; as opposed to the default location.

Items can also now be assigned to Sales Locations by a wizard. For more information, see the section on **Items Per Sales Location** ^[107].

Item Commission - Setting a menu item commission value, will cause this menu item to be shown on the **Commission Per Menu Item Report**. Remember that by setting this option, it will not affect the employee wages, this will only show on the commission report. This feature is for incentive calculations only, and is not linked to the wages in any way.

For more information, see the section on the **Commission Per Menu Item Report**.

Percentage - Selecting this tick-box will change the commission figure from a rand value to a percentage of the menu item price.

VAT Exempt - Selecting this option will mark the selected item as exempt from value added tax.

Notice how the **RSP Incl** and **RSP Excl** fields at the top of the window change when this option is applied. After ticking this option, ensure that the sales price is still correct.

Printers - This block lists the available production printers set up in the *Aura* software. *Aura Invoicing* will print the selected menu item to any kitchen printers that are ticked here. You can use this list to assign or clear single items, menu categories, or the entire menu to production printers. These features are described in more detail further down.

Departments - Once departments have been set up, you may specify which departments a menu item is a part of. This will not only open up categorizing options for *Invoicing*, but for the reports as well.

For more information, see the section on **Menu Item Departments** ^[98].

Images

! This section refers to settings used by an old *Aura* application called *Aura Imaging*. This application is no longer in use.

Optional Items

Menu items set as optional items are active and available from *Aura Back Office* at any time, but only from *Aura Invoicing* once it has been marked as an 'Optional Item In Use'. To set an item as an 'Optional Item', tick the box shown below:

Menu Item

- ☐ Inactive
- ☒ Display
- ☐ Child item
- ☒ Don't print
- ☒ Optional Item
- ☐ Prompt for quantity
- ☒ Price Is Locked

Once an item is ticked as an 'Optional Item', you will see a new option in the **Menu Item Description** section at the top of this window. As seen in the below example:


Inv. Descr. **** Sit Down **** RSP (Excl.) R 0.00

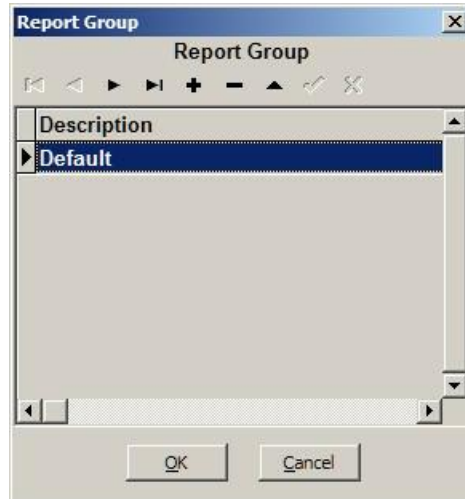
Slip Descr. Size Tables ☒ Optional menu item in use Cost Price

! If your store is part of a larger chain and your menu is downloaded from head office, you will most likely be locked out and be unable to edit menu items. If this is the case, you will not be able to change the '**Optional Item**' field, but you will still be allowed to check and uncheck '**Optional Menu Item In Use**' as you wish.

Report Groups

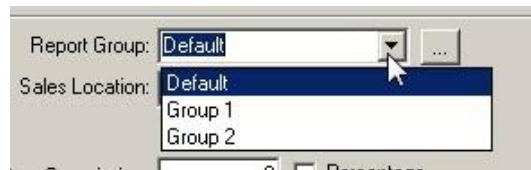
Report groups allow a much more versatile approach to information on reports. One of the most beneficial results of an effective report group feature is the ability to accommodate for multi-brand restaurants to run effectively off a single server computer. This layout minimizes the overheads of buying computer hardware, and allows each to access, change, and report on their own individual stock usage effectively.

To set up any alternative report groups for each side of your store, click on the  button next to the **Report Group** drop down list. This will display the following window:



From this window, it is possible to add and remove different report groups using the toolbar along the top. Once all the required groups are inserted, click on the **OK** button to close this window.

To select the report group for the selected menu item to be assigned to, click on the down arrow next to **Report Group** and select the desired report group, as seen below:




Sales Locations

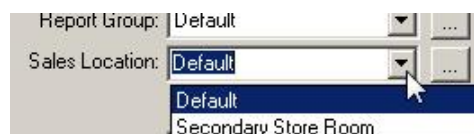
Multiple stock locations have been a large part of the *Aura POS* system, and the features that were already available have now been revamped to facilitate more flexible set-ups. The idea of being able to record stock stored in multiple locations is a great way to keep track of stock spread over a large restaurant; however, by doing so it can create some confusion with the locations that stock is taken from for sales.

! Important Note

You may notice that Sales Locations and Stock Item Locations are in fact the same list; this is due to the fact that the 'Sales Locations' specify the location that the stock is retrieved from when a sale is processed.

To set up and maintain **Sales Locations**, click the  button next to the drop down list. This will take you directly to the **Stock Locations** screen.

In order to specify the location the stock is retrieved from for a sale, with the desired menu item displayed, click the down arrow next to **Sale Locations**; as seen below:

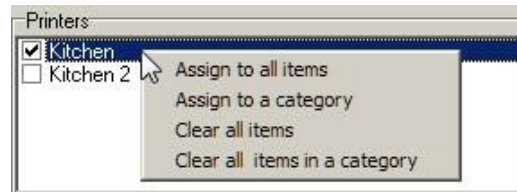


Production Printers

This list contains all the production printers currently set up in the *Aura* system. By placing a tick in the box next to one of these printers, the the selected menu item will be set to print to that printer when added to a customer's order.

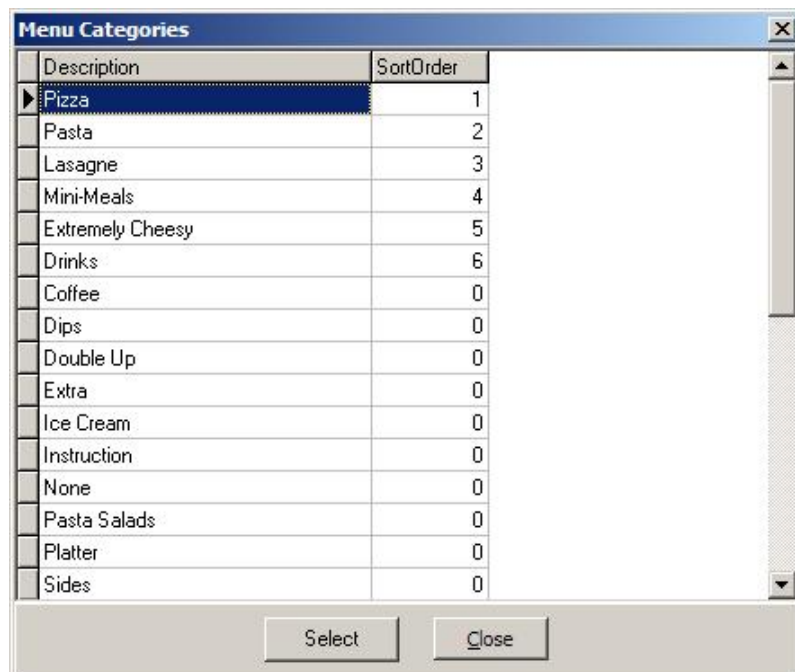
This process may also be done by means of the **Kitchen Printer Wizard**; for more information on this, see the section on the **Kitchen Printer Wizard** ¹⁰³.

In addition to assigning menu items to production printers one item at a time, all items in a category can be assigned to a production printer at once. To access this and other functions, you will need to **right click** on the desired production printer. Doing so will display the following menu:



Assign to all items - This will assign ALL items in your menu to print to this production printer, regardless of their category.

Assign to a category - This will bring up a menu category selection window, similar to the one seen below:



Clear all items - Selecting this option will clear ALL items from this printer, thus setting no items to print to this production printer until they are reassigned.

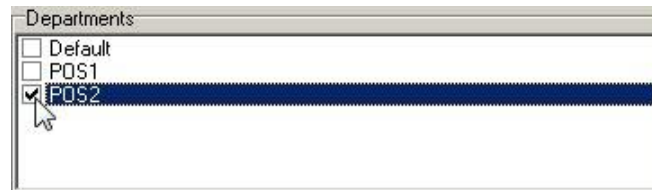
Clear all items in a category - This option will show the same window as **Assign to all items in a category**, but selecting a category will then stop all items in the selected category from printing to the selected production printer.

Menu Item Departments

In the lower right corner of this tab, you will see a **Departments** selection block; this selection block allows you to specify which department a particular menu item is a part of. As mentioned in the **Menu Item Departments** section, a single menu item may be assigned to multiple menu departments without a problem; this is done by simply ticking all the desired departments for the current item. Seen below is the example of a list of available departments; this list only displays the description field of the departments, the code field is used to ensure that the items are linked correctly to the description.



In order to include an item in a specific department, simply browse to the menu item using the **Navigation Bar** ¹³⁷, and tick the desired department(s). As seen here:

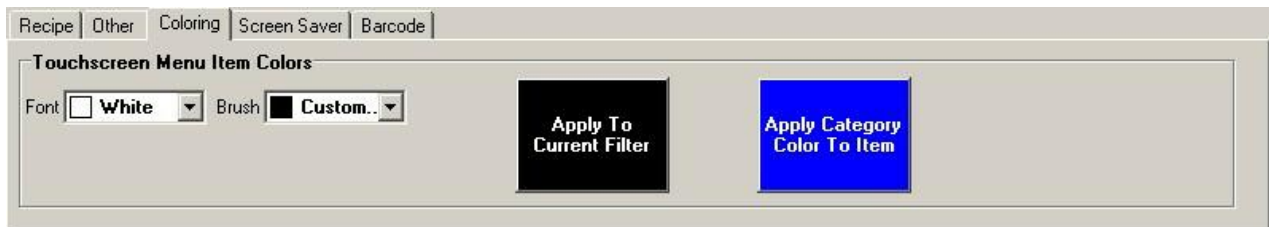


! There is no need to tick 'Default', as all items are automatically included in default automatically.

You will need to repeat the above process for each menu item to be included in a department. Once this is done, the next step involves specifying which departments are displayed on each till. Keep in mind that this department setting is set on each till individually, and will only affect *Aura Invoicing*.

For more information, see the section on **System Settings > Specific Computer > Invoice Settings** ¹⁵³.

4.6.3.3 Colouring



Font - This specifies the button font colour for the selected menu item.

Brush - This specifies the button background colour for the selected menu item.

Apply to Current Filter - This button shows the colour scheme that the selected menu item will use inside *Invoicing*. Clicking this button here will apply the colour scheme to all menu items within the current filter.

Apply Category Colour to Item - This button displays the colour scheme set for the menu category button. Clicking this button here will apply the category colour scheme to the menu item that is currently selected.

4.6.3.4 Screen Saver

Select items to export to the *Aura* screen saver, this setting must be selected for each menu item individually.

The screen saver is not activated by default in an *Aura* installation. Contact the *Aura Help Desk* for more information on setting up the screen saver.

4.6.3.5 Barcode

Barcode - Displays the barcode currently scanned to the selected menu item.

Read Quantity From Barcode - This feature is used to read the quantity of the selected item directly from the barcode when an item is rung up in this manner.

/ International standards for barcodes do not allow space for the quantity as well, therefore this feature will only be available to stores that have custom barcodes created either in store or by the store's head office (if applicable).

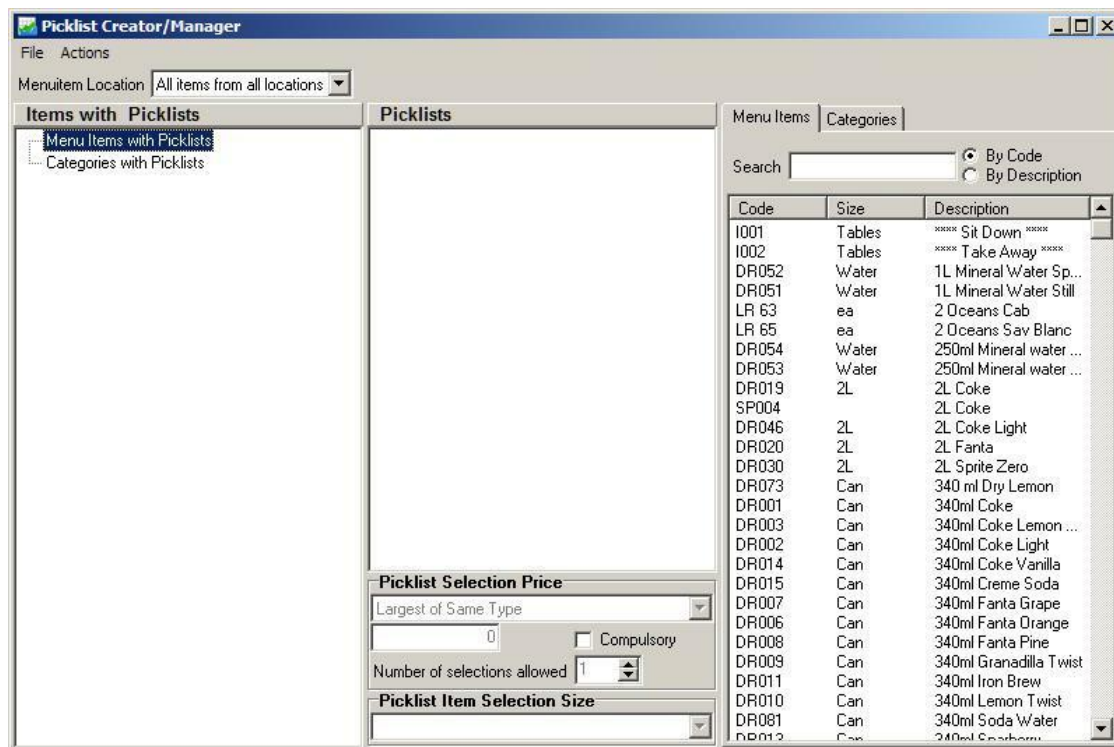
Scanning New Barcodes

If you have any items with barcodes on the label, you may scan them in here. In order to scan a new barcode, click on the button. This will display the following prompt:

At this prompt, activate your barcode scanner and scan the product.

4.6.4 Picklists

With certain menu items, the customer may have various options relating to the specific item they chose. For example: with a breakfast, they could have the eggs soft or hard boiled, a choice of vegetables or mashed potato, etc. This is done by creating a customized list of options, and assigning that list to a menu item. A picklist may also be assigned to a category, allowing *Invoicing* to display the desired picklist once any menu item in that category is rung up. These lists of options, or **Picklists** can be set up here.



Items With Picklists - The panel on the very left displays a list of menu items and menu categories that currently have picklists assigned to them.

Picklists - The centre panel displays a list of picklists that are currently available to assign to a menu item. With picklist-specific options at the bottom.

Picklist Selection Price - By selecting one of these three options, you may choose how the items in this picklist are charged for.

Compulsory - Inside *Invoicing*, it is possible to cancel a picklist, allowing only the parent item to be rung up on it's own. By selecting this option, the menu item will only be added if the picklist is completed as well.

Number of selections allowed - If you have multiple options inside this picklist, and the customer has an option to choose two or three of them, set the number of available selections here.

Picklist Item Selection Size - Seeing as an entire category may be specified in a picklist, as you will see further down, you may specify only a certain size group inside that category to be available. This will be described in more detail further on.

Menu Items / Categories - The panel on the very right hand side contains a list of menu items and menu categories that can be assigned to a picklist. The **Menu Items** can be searched by entering either the unique item code, or by the description.

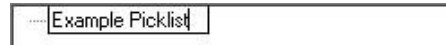
For more information, see the section on **Menu Item Codes and Descriptions**.

Creating a New Picklist

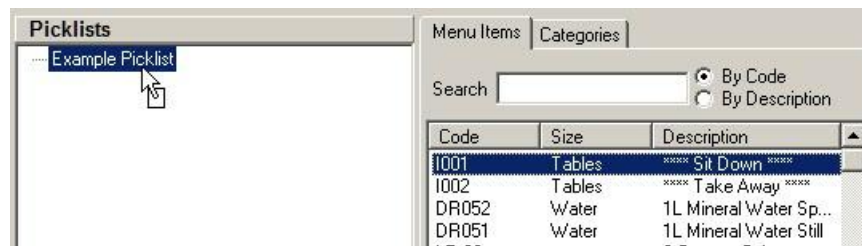
To begin, you will need to right-click in the **Picklist** column and select **New**, as seen below:



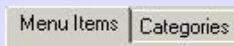
By doing so, this creates a picklist called 'New Picklist'. This should now be highlighted. To change the name, simply left click on the name again. You should now be able to edit the picklist name. Type in the desired name, and press **Enter** on your keyboard, as seen below:



To add menu items to the picklist, click and drag the desired menu item from the **Menu Items** list onto the new **Picklist** and then let go of the mouse button. Take note of the mouse pointer, as seen below:



Entire **Menu Categories** can also be included in a picklist. To add a category, switch from the **Menu Items** list to the **Categories** list by using the tabs seen below:



Once on the category list, add the category to the picklist the same way as the menu items.

Adjusting Picklist Pricing

If the items in the picklist need to have a price assigned, this can be done in the bottom of the **Picklist** section of the window, as seen below:



The drop down list has the following options:

- § **Largest of Same Type** - Selecting this option, will set the price of all menu items in this picklist to be the same as the highest price of any item in that same category.
- § **Same Price as Selected Menu Item** - This option will leave the price of the menu item the same as if it was rung up on it's own.
- § **Override Price** - This will give you an option to select a price to override the charge to.

The option below the drop down list (currently show **-1** in the above screen shot), will only be available with 'Override Price' selected. Use this field to enter the desired price for each item in the selected picklist.

Selecting Size Filter

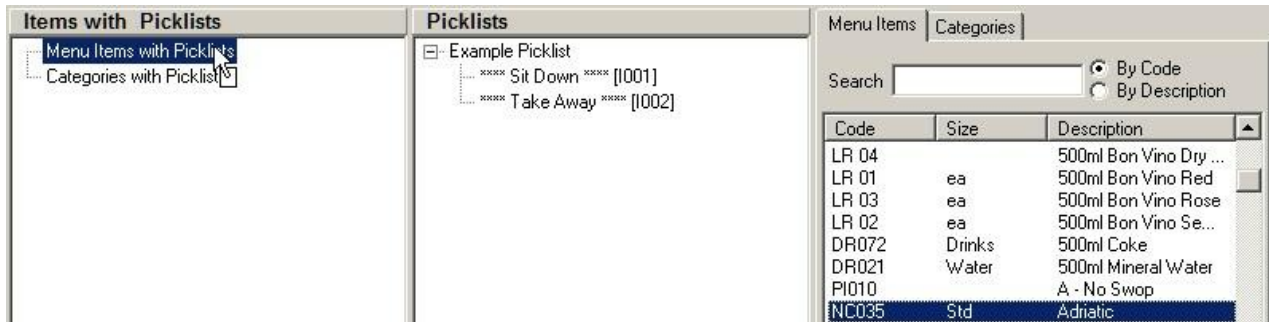
If you include a category instead of individual menu items, you can narrow the available options further by specifying a size as well. This will only work if the menu items in a selected category have sizes assigned to them.

For more information, see the section on **Menu Item Sizes** ⁸⁷.

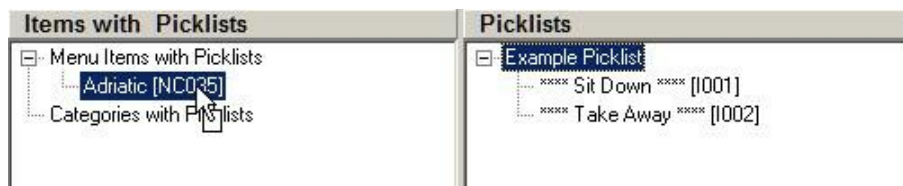
The size setting will only affect the category currently selected inside the picklist.

Assigning a picklist to a menu item

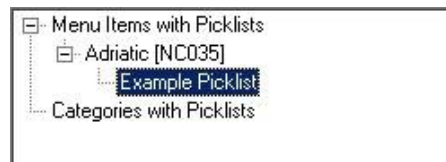
Firstly, you will need a menu item to assign the picklist to. Select the desired menu item from the list on the right hand side, and click-and-drag that item to the left hand side. Release the mouse button when the cursor is over **Menu Items With Picklists**, as seen below:



Once the item is added to the **Items With Picklists** sections, you can now assign the picklist to the item. Click and drag the desired picklist from the **Picklists** column to the **Items With Picklists** column, as seen below:



In the end, you should see the following structure under the **Items with Picklists**:

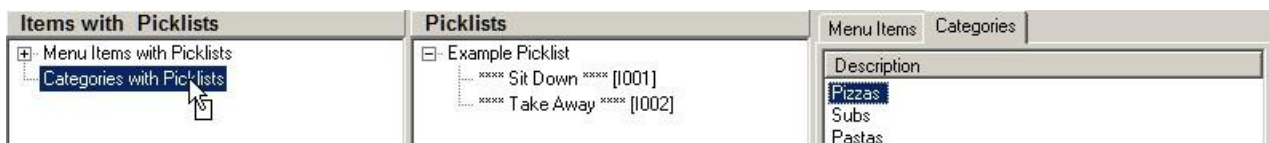


In the above example: From *Invoicing* whenever the selected menu item is rung up, a picklist called 'Example Picklist' will prompt for a 'Sit Down' or 'Take Away' instruction to be.

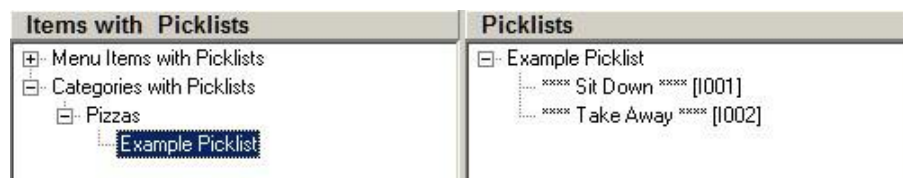
Assigning a picklist to a menu category

As with assigning a picklist to menu item, we can also assign a picklist to a category. Doing so will automatically apply the same picklist to all menu items included in that category.

Firstly, change the list on the very right to display the categories, then click-and-drag the category over to the **Items with Picklists** column on the left. Release the mouse button once the mouse pointer is over **Categories with Picklists**, as seen below:



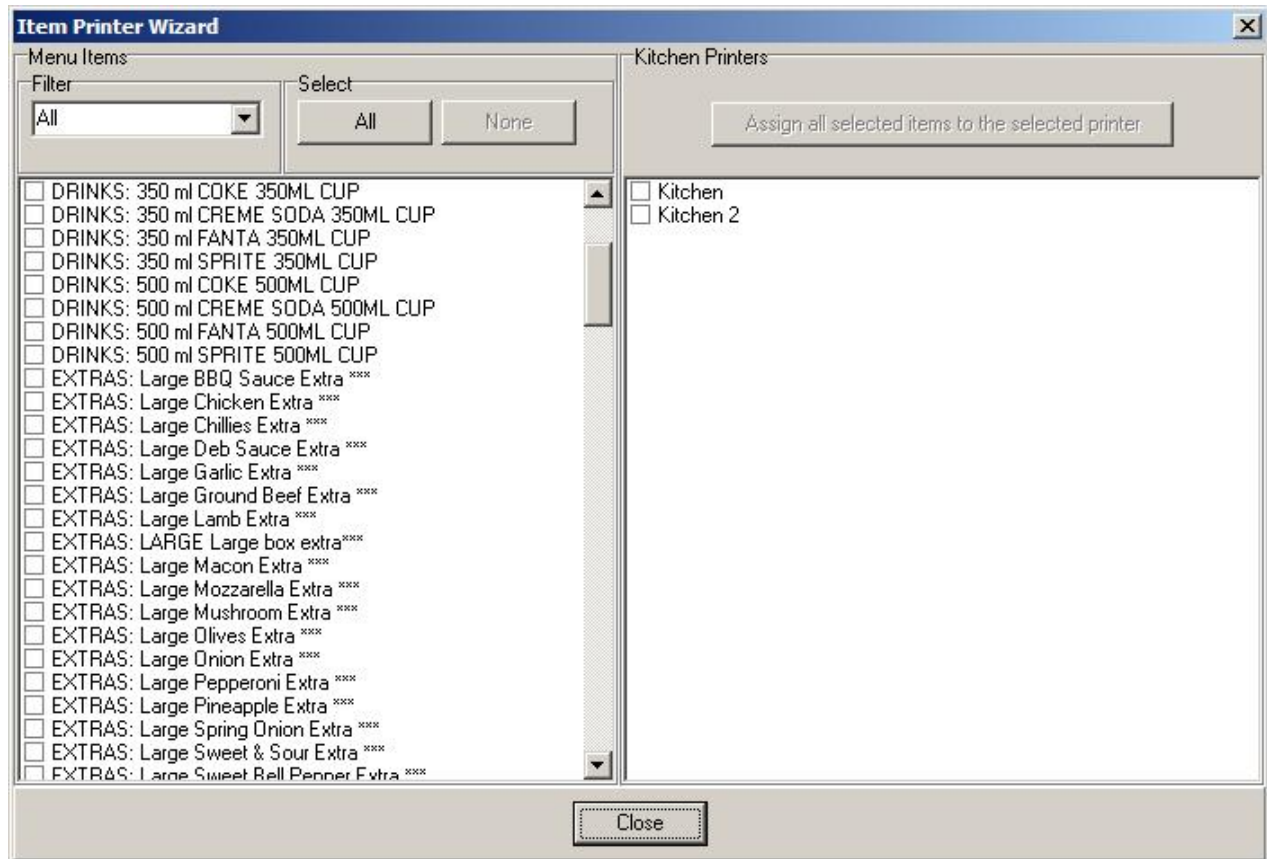
You can now assign the picklist to the category on the left. This is done by dragging the picklist from the middle **Picklists** column over to the category that has just been assigned to the **Categories With Picklists** on the left. Resulting in a similar structure to what is shown below:



4.6.5 Kitchen Printer Wizzard

The **Kitchen Printer Wizard** is used to specify which production printer (otherwise called a 'kitchen printer') each menu item will print to. When an item is rung up inside *Aura Invoicing*, two print commands are sent: one for the customer's slip, and another for the production slip. The Kitchen Printer Wizard picks up the production slip print command, and sends each menu item to the production printer (according to the list set here).

A menu item may be set to print to more than one production printer, or no production printer at all. But it is recommended that all items are sent to the production printer (or at least one if you have multiple kitchen printers).



Menu Items

§ **Filter** - Select a category to filter the menu item list by. Take note that this list will only display items that are NOT currently assigned to any production printers.

§ Select

- Click on the **All** button to select all items in the current category filter.
- Click on the **None** button to deselect all items. This is only available once an item has been selected.

§ **Menu Items List** - Below the filter is a list of all menu items matching the currently selected category filter.

Kitchen Items

§ **Assign all selected menu items to selected printer** - This button is used to complete the assigning process, and is only available once menu item(s) and kitchen printer(s) have been selected. This will be described further down.

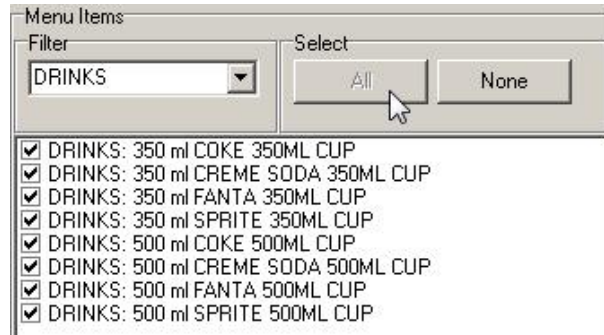
§ **Production Printer List** - Below the assign button is a list of all available production printers.

Alternative Ways to Select Menu Items

To select menu items individually, click in the box to the left of the menu items, as seen below:



In order to select all items in a certain category, select the desired category from the drop down list, and then click the **All** button, as seen below:

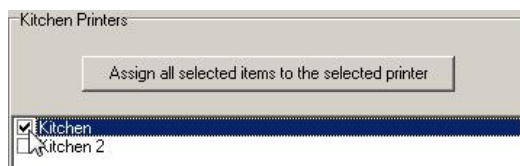


Notice how the **None** button is not available when no items are selected, just as the **All** button is not available if all items are already selected. This is a quick and simple way to see if all items within the current filter are selected or not; especially handy if the list is too long to fit on one screen.

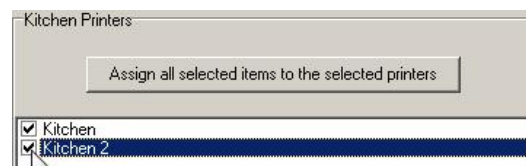
To select all items in the complete menu, change the category filter back to **All** and then click on the **All** button. This will select all items in all categories.

Assigning Selected Items to Printers

Once the desired items are selected, the next step is to select the printer that those items need to print to. This may be one printer, or more than one printer, as seen below:



One printer selected



Two printers selected

Once the printers have been selected, click the button above to assign the items. This will assign the selected item (or items) to the selected printer (or printers), after which the assigned items will be removed from the list on the left.

Repeat this process until all required menu items have been assigned to the desired printers. Once all items are assigned, the list on the left should be cleared out.

4.6.6 Items Per Report Group

Report Groups allow more versatility in the summary reports; when viewing reports, you will notice certain reports have a second option in the menu labelled as "<report name> By Report Group". Aimed mainly at combo-stores; one beneficial feature of separate report groups is the ability to have different **Royalty Percentages** for each report group.

For more information, see the section on setting **Royalty and Advertising Percentages** ^[164].

Your *Aura* system must have at least one **Report Group** set up before this feature is available. Currently, this must be done by the option found in **Lists > Menu > Items** under the tab labelled "Other".

For more information, see the section on **Menu Item Report Groups** ^[96].

Working With Report Groups

When using the **Items Per Report Group** option, you will see a screen similar to the following:

Menu Items Per Report Group

Report Group
Current Report Group: Default
Search:

Items Included in Default		
Category	Code	ItemDesc
Drinks	DJJG	Just Juice Granadill
Drinks	DJJKP	Just Juice Kiwi Pea
Drinks	DJJLP	Just Juice Litchi Pe
Drinks	DJJMD	Just Juice Mango C
Drinks	DJJQ	Just Juice Orange
Drinks	DLL	Lipton Lemon Can
Drinks	DLP	Lipton Peach Can
Drinks	DLPL	Lipton Peach Lite C
Drinks	DLPM	Lipton Can Mango
Drinks	DMM	Minute Maid
Drinks	DMMO	Minute Maid Orang
Drinks	DMMOP	Minute Maid Orang
Drinks	DMW	Mineral Water
Drinks	DPJI	Powerade Jagged I
Drinks	DPMB	Powerade Mountai
Drinks	DPN	Powerade Naartjie
Drinks	DPO	Powerade Orange

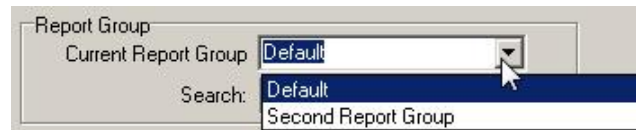
Excluded		
Grouping	Category	Code

Navigation buttons: < > << >>

Report Group

The upper-most section of this window has you main features:

Current Report Group: By clicking on the down-arrow here, you may select the report group you wish to edit; as seen below:



Search: In order to simplify the process of assigning items, you may also type in a word to search for. This will filter both the *included* and *excluded* list of items for the report group; as seen in the image below:



§ Items Included in <report group>

The list on the left hand side of this window is a list of items that are currently *included* in the selected **Report Group**.

§ Excluded

The list on the left hand side of this window is a list of items that are currently *excluded* from the selected **Report Group**.

§ Central Toolbar

The vertical toolbar in between the *Included* and *Excluded* lists contains tools that you will require for including and excluding items from groups. Keep in mind that these buttons will work within the search filter. This means that using the **Include All** (double arrow to the left) or **Exclude All** (double arrow to the right) buttons will only move items that are visible after using the search filter.

4.6.7 Items Per Sales Location

A sales location specifies the **Stock Location** that the recipe ingredients are taken from. This feature is only really helpful in the case of either a combo-store, or if the stock in your store is counted and managed in two separate stock locations.

As the **Sales Locations** options link menu items to **Stock Locations**, these locations must exist in your *Aura* system before continuing.

For more information, see the section on **Stock Locations** ^[120].

! In order for this feature to function correctly, keep in mind that the stock items used in a particular menu item must be included in the stock location in question.

For more information, see the section on **Stock Items per Location** ^[121].

Working With Locations

When using the **Items Per Sales Location** option, you will see a window similar to the following:

Menu Items Per Report Group

Menu Items Per Sales Location

Sales Location:
 Current Sales Location: Default
 Search:

Items Included in Default

Category	Code	ItemDesc
Drinks	DLP	Lipton Peach Can
Drinks	DLPL	Lipton Peach Lite C
Drinks	DLPM	Lipton Can Mango
Drinks	DMM	Minute Maid
Drinks	DMMO	Minute Maid Orang
Drinks	DMMOP	Minute Maid Orang
Drinks	DMW	Mineral Water
Drinks	DPJI	Powerade Jagged I
Drinks	DPMB	Powerade Mountai
Drinks	DPN	Powerade Naartjie
Drinks	DPO	Powerade Orange
Drinks	DPSRZC	Sprite Zero Can
Drinks	DS2L	Sprite 2 Litre
Drinks	DSIL	Sprite 1 Litre
Drinks	DSPRZ	Sprite Zero 2L
Drinks	DSTCAN	Stoney Can
Drinks	DT2L	Tab 2L

Excluded

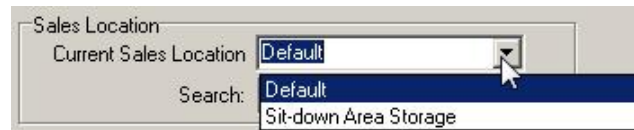
Grouping	Category	Code

Navigation buttons: < > << >>

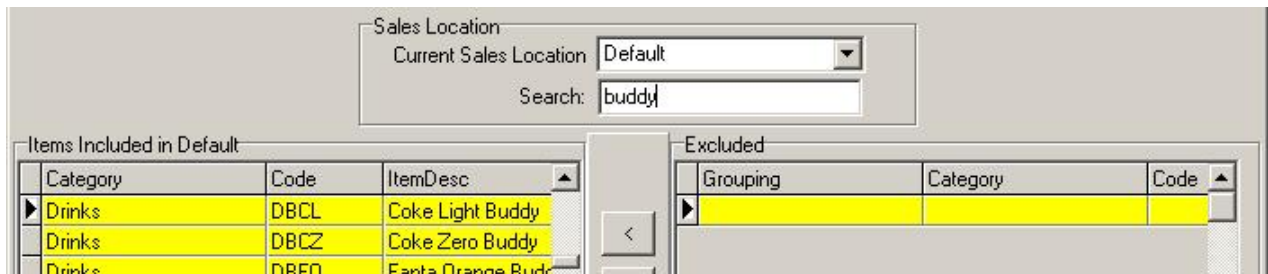
Sales Location

The upper-most section of this window has you main features:

Current Sales Location: By clicking on the down-arrow here, you may select the sales location you wish to edit; as seen below:



Search: In order to simplify the process of assigning items to sales locations, you may also type in a word to search for. This will filter both the *included* and *excluded* list of items for the selected location; as seen in the image below:



§ Items Included in <location>

The list on the left hand side of this window is a list of items that are currently *included* in the selected **Sales Location**.

§ Excluded

The list on the left hand side of this window is a list of items that are currently *excluded* from the selected **Sales Location**.

§ Central Toolbar

The vertical toolbar in between the *Included* and *Excluded* lists contains tools that you will require for including and excluding items from locations. Keep in mind that these buttons will work within the search filter. This means that using the **Include All** (double arrow to the left) or **Exclude All** (double arrow to the right) buttons will only move items that are visible after using the search filter.

4.7 Stock

The **Stock** menu contains the features necessary for stock maintenance. Just as the stock items are used in recipes for the menu items, they are also used in recipes for manufactured stock items. It is essential to ensure that the stock items are set up correctly for these functions to operate accurately.

Extra stock control features are located outside of the **Stock Menu**, amongst others these include the **Stock Take** and the **Purchase Stock** function. These can be found under the **Stock** section of the **Activities Menu**.

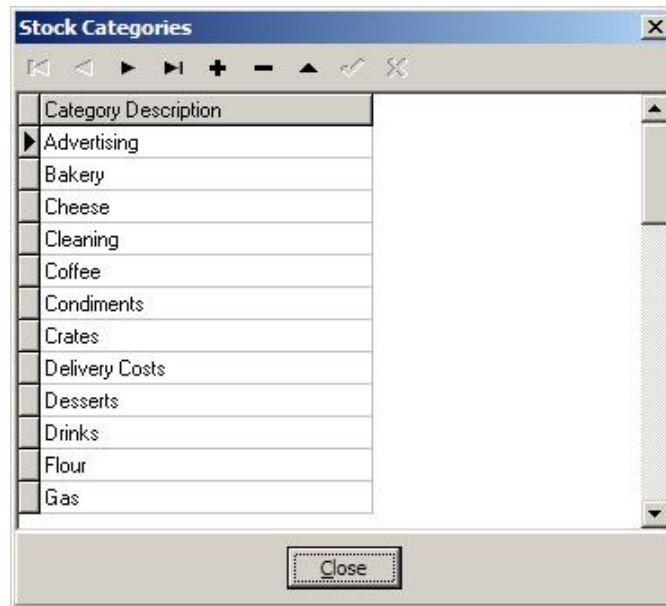
For more information, see the section on **Active Stock Control**^[21].

For more information, see the relative topic below:

- **Stock Categories**^[110]
 - **Stock Items**^[111]
 - **Stock Locations**^[120]
 - **Items per Location**^[121]
-

4.7.1 Categories


As with the **Menu Items**, the **Stock Items** are also grouped by categories. The categories are set to simplify searching stock items for active stock control and maintenance. This window provides an interface to manage the stock categories list, as seen below:

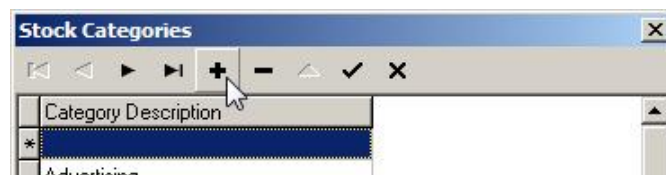


Toolbar - For more information, see the section on **Navigating Records** ¹³.


Category Lists- Lists all currently available stock categories.

Adding and Removing Categories

To add a new category, click the  button. This will insert a blank line for you to enter a name for the new category, as seen below:



After entering the name, click the  button to activate the category.

If you need to remove a category, click on the desired category and click the  button.

! A category can only be removed if there are no stock items assigned to it, whether active or inactive. If you try to remove a category that still contains stock items, you will be presented with an error message stating "This code is in use and cannot be removed".

4.7.2 Items

The **Stock Items** screen is used to maintain your currently active and inactive stock items. If you maintain your own stock items, for example: adding or removing your own items, you will use this screen. If your store downloads a menu from a head office store, the stock items will be downloaded alongside that menu; in this case you will not be able to change many of the settings you see here.

Keyboard shortcuts can now be used to navigate to the previous or next stock item in the current filter.

"Alt + left arrow" To move to the previous record.

"Alt + right arrow" To move to the next record.

Navigation Toolbar



Locate Specific Record - This option will open the locate field value window.

For more information, see the section on **Navigating Records** ¹⁴.



Filter Dataset - This opens an advanced data filter, showing only the menu items fitting the criteria specified.

For more information, see the section on **Dataset Filter** ¹⁵.

Refresh Costs - This button forces a refresh of all the calculations for the stock costing. Clicking this button will update all stock items with their last known purchase price, overriding any manual price settings or price errors.

Category Filter - The category filter is used to filter the menu items that are displayed. This will not change any menu items, this will only restrict the items that are displayed for the current session.


Show (Active / Inactive) - This filter is used to show either the currently active or inactive items only.

Active items are menu items that will currently display on *Invoicing*, available for sale.
 Inactive items are menu items that are no longer sold, but cannot be removed from the *Aura* system.
 When an item is taken off the menu, if it is still linked to any invoices in the *Aura* system, it cannot be deleted completely. In this situation, it is marked as 'inactive' to remove it from the currently active menu.

Item Description

Stock Code - This code is the identifying code for the stock items and must be unique to each stock item.

Category - Displays the stock category that the currently selected stock item is assigned to.

Click the  button next to the drop down list to access the **Stock Categories** ^[110].

Stock Type - Displays whether the currently selected stock item is a 'Food Cost' or 'Non Food Cost' item. Food cost items will be treated differently to the non food cost items in certain sales reports. This will be explained in each report affected by the stock item pricing.

Desired Level - Enter the desired level of stock to be kept on hand at any given point in time. This feature works hand in hand with the *Stock Issues* report as well as the *Order Manager* application, with a more detailed description found under each section.

Exclude from Worksheets - Selecting this option will remove the selected stock item from your stock take worksheets and stock takes, regardless of whether it is marked as a controllable item or not.

Description - Displays the full description for the selected stock item. This description will be used to locate and display the stock items in every list of stock items in the *Aura* system and reports.

Unit of measure - This field identifies the counting method for the selected stock item. Ensure that the unit of measure used is optimal for correct stock calculations, this will affect the flow of this stock item through purchases, returns, recipes, and stock takes amongst others.

! If a stock item's unit of measure is changed, you will need to ensure that all required **recipes**, **stock takes** and **purchases** that use the affected stock item are also updated.

Be careful when changing the unit of measure as it will take at least one full life cycle of the selected stock item to ensure that all the information linked to the affected stock item is updated correctly.

A 'Stock Item Life Cycle' is a full circulation of the stock item, as described below:

- This begins with the purchase (*to update the purchase price per unit of measure*)
- Followed by a stock take (*to update the stock on hand value*)
- Followed finally by a refresh of the menu items (*to update the cost of sale vs margin percentages*)

Keep in mind any reports run for the period before the unit of measure was changed will NOT show the updated information, as the trading information before the point when everything was updated was calculated using the old unit of measure.

Controllable - This setting will only affect your stock take functions. You may use this feature to set which items show on your controllable-only stock take, and which don't.

For more information, see the sections on **Controllable Stock Take Worksheet** and **Controllable Stock Take** ^[22].

Manufacture - Selecting this options marks the selected stock item as a manufactured item, as opposed to a purchased item. This will change the behaviour of this item in the stock purchases as well as certain stock related reports.

An item that is marked as 'Manufacture' will not be available for a stock purchase, this item will only be available from the **Manufacture Stock** screen.

An item that is not marked as 'Manufacture' will not be available for manufacture, this item will only be available from the **Purchase Stock** screen.

Sub Menu - A sub menu item is treated in a similar manner to the auto manufacture items, in the sense that these sub menu stock items also require a master recipe to function correctly. The main difference comes in with the way that these items are handled by the *Aura* system: a sub menu stock item is simply a collection of stock items with preset quantities. These items are designed to simplify the design of a menu by eliminating the need to duplicate 3 or 4 standard items over 10 different menu item recipes, as seen in the following example:

Let's take a standard meal in a restaurant with a garnish of tomato, lettuce, a few onion rings and some seasoning. If for example, there are 10 meals that use the same garnish on the side, these aforementioned stock items can be grouped together in the recipe for a sub menu item called 'Garnish'. By doing this, you may now add Garnish to the menu item recipe as opposed to each of the four items in the garnish, *Aura Invoicing* will automatically fetch the preset stock amounts from each item in the garnish when a meal is processed that requires it.

Wastage % - Displays the average percentage of the stock item that is lost during the preparation of the selected stock item. This will be the difference between the 'Prepped' and 'Unprepped' values shown in the stock takes.

! The wastage percentage can be calculated by taking a certain quantity of the item before it is prepared for use, and comparing that to the quantity that remains after it has been prepared.

For example: if you purchase cheese in bulk (unit of measure: KG), and then it is grated in-store. The grating process is referred to as the 'stock preparation process'. While being grated, small amounts of the cheese will fall away and be wasted. If **5kgs** of bulk cheese is prepared, and you come out with **4.75kgs** of grated cheese, this gives a wastage percentage of **5%**.

Bulk Cost - Displays the cost per unit of measure **before** it is prepared. This field is automatically updated from the purchase or manufacture cost of the item.

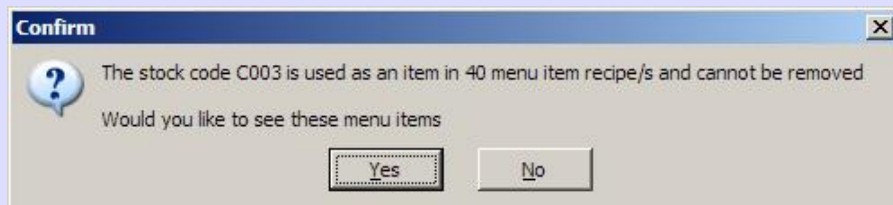
Prepped Cost - Displays the cost per unit of measure **after** preparation. If there is no wastage percentage set for an item (for example, with cans or bottles) this figure will be the same as the **Bulk Cost**.

If the **Bulk Cost** or **Prepped Cost** is incorrect and you are unable to edit the value, there is an alternative to updating the stock item cost. The easiest way to find the last known purchase for any stock item is from the *Item Details* section of the **Count Stock Screen** ²³.

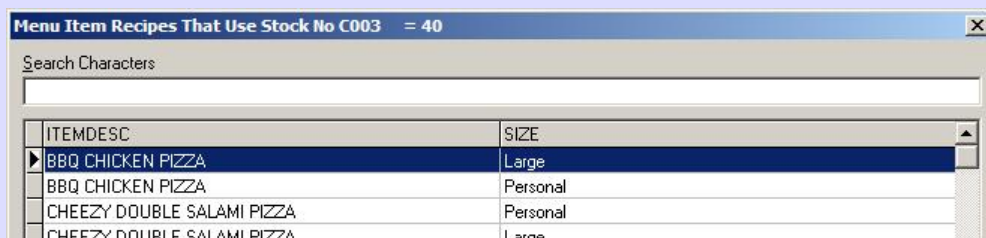
Inactive - Items marked as inactive are items that are no longer in use by the *Aura* system, but which cannot be deleted.

Due to the *Aura* system's advanced stock control features, a stock item cannot be removed completely from the system if it is still linked to stock purchases, stock takes, menu item recipes and sales, or manufactured item recipes. Allowing this will cause a miscalculation in the affected areas, and therefore cause unexplainable variances and differences in the stock control features.

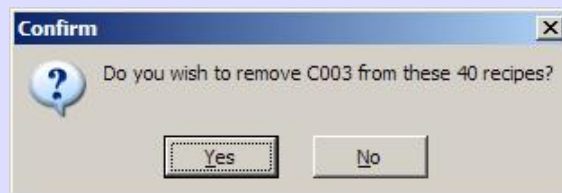
If a stock item is used in at least one recipe, you will see the following warning when marking this item as 'Inactive':



At this point, you may click on **Yes** to see a list of the menu / stock items that use this in their recipe. The length of the menu items list will depend on how many items use this stock item in their recipe, but from the top of the window, you will see something similar to the following:




Alternatively, if you had selected **No** for this first prompt, this would assume that you want to proceed with making the item inactive. The following prompt will then be displayed:

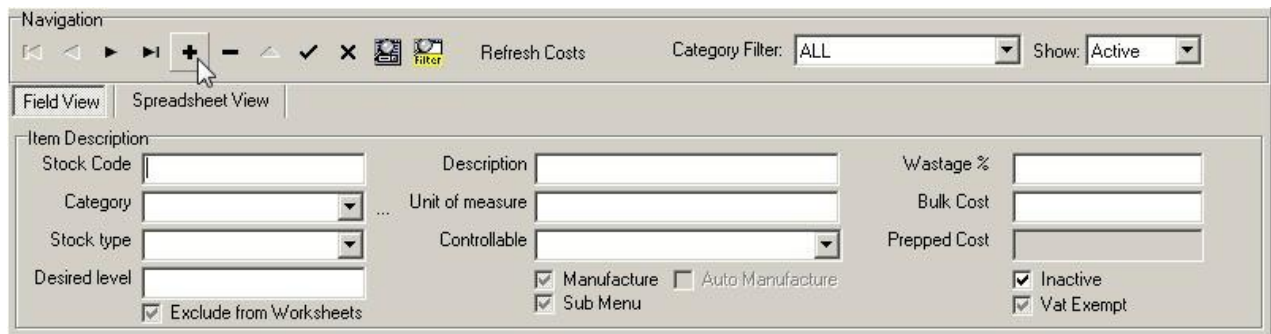



IMPORTANT: Ensure you have the correct stock item code **before** clicking on **Yes**.


Vat Exempt - This options marks the selected stock item as 'exempt from value added tax'.

Adding New Stock Items



In order to add a new stock item, click on the  button from the top navigation bar, doing so will clear all fields in the **Item Description** section, allowing you to insert the information for the new stock item, as seen below:




 For a description of the different fields, please check the screenshot description above this section.

After adding all required information in the fields above, you will need to click on the  button to save the item. If this item is to be marked as a 'Manufactured Item', keep in mind the stock item must be saved before a recipe can be added for this item. This is done to ensure the recipe and stock item are linked correctly. See the list of topics further below for more information on extra stock item options.

Editing Stock Items

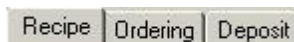
In order to edit a stock item, with the item on screen, click on the  button to open the item for editing. This will keep the information currently saved for the selected item and allow you to edit the required information. Once again, you will need to click on the  button to save any changes made to the stock item.

 Aura will not allow you to change the **stock code** on an active item, allowing this will cause errors in the menu structure; affecting not only *Aura Invoicing* but all stock item theoretical sales related reports as well.

If changes require a new item code, this stock item must be marked as inactive and created with a new unique item code. Marking the item as 'inactive' is done by ticking the **Inactive** box just below the **Prepped Cost** field. See the main screenshot at the top of this topic for more information.

Extra Stock Item Controls

Below the *Item Description* section of this screen, you will find extra options for each stock item. These are located under three different tabs, as seen below:



For more information, see the relative topic below:

- **Recipe Tab**  ¹¹⁶
- **Ordering Tab**  ¹¹⁹
- **Deposit Tab**  ¹¹⁹

4.7.2.1 Recipe

The **Recipe** tab is used to create the master recipe for a manufactured stock item. This is essential for the correct calculation of the **Auto Manufacture** feature.

! The features under this tab will only be available if the selected stock item is marked as either 'Manufacture' or 'Sub Menu'. For standard stock items, there is no need for a recipe.

The **Copy**, **Paste** and **Scale** options are taken directly from the **Menu Item** recipes control. For more details on what these functions do, please see the section on **Copying, Pasting and Scaling Recipes** [\[93\]](#).

Recipe for Manufactured Stock Item

Recipe Yield - This field displays the resultant quantity that the below recipe will create, as per the current stock item's unit of measure.

Recipe Cost - This field displays the cost of the manufactured item as per the cost of the items included in the recipe below.

Recipe Items List

StockNo - Displays the unique stock item code.

Qty - Displays the quantity of the stock item used in this recipe.

Measure - Displays the unit of measure for the stock item.

Desc. - Displays the full description of the item.

Cost - Displays the cost to store of the specified stock item as per the quantity entered in the recipe.

Centre Toolbar



- Use this button to search for all menu items that have the selected stock item in their recipe.



- Adds the selected stock item to the recipe for the current menu item.



- Removes the selected stock item on the left from the menu item recipe.



- Removes ALL items from the menu item recipe.



- Copies the current recipe to the computer clipboard for later use.



- Pastes the recipe currently in the clipboard into the current menu item.



- Scale all stock item quantities in the recipe by a percentage.

Stock List (The right half of this tab lists all your stock items that can be used in a recipe)

StockNO - Displays the unique stock item code.

Desc. - Displays the full description of the item.

Measure - Displays the unit of measure for the stock item.


Cost - Displays the cost to store of the specified stock item.

Adding Items to a Recipe

To create a recipe, begin with the *Stock items list* on the right hand side. Search for the desired stock item by typing the description in the 'Search' block, as seen below:

The 'Stock' window displays a search interface with a 'Search' field containing 'ham' and a 'Filter' dropdown set to 'ALL'. Below is a table of stock items:

STOCKNO	Desc.	Measure	Cost
BE025	Granadella Twist 340ml c	each	R 0.00
PK028	Grease Proof Paper	each	R 0.00
FV007	Green Pepper	kg	R 0.00
GR058	Grill Basting (M&D)	Ltr	R 0.00
LIQ 043	Grunberger	each	R 0.00
ME002	Ham	kg	R 0.00
CL013	Hand dryer rental	each	R 0.00
CL014	Hand soap	ltr	R 0.00
CL015	Hand towel	ltr	R 0.00
CL016	Handy andy	ltr	R 0.00
LIQ 004	Hansa	each	R 0.00
DE022	Heaven	each	R 0.00

As you type, the list will update and select the first item matching what you type. Once the desired stock item has been located, you can add it to the recipe by pressing **Enter** on your keyboard, **double clicking** on the stock item, or pressing the  button. Doing so, will present the following window:

The 'Add ingredient to recipe' dialog box prompts the user to 'Enter the quantity for the following item'. It displays the following information:

- Description: Ham
- Measure: kg
- Current Qty: 0


Below this information is a text input field for the quantity, currently showing '0'. At the bottom are 'OK' and 'Cancel' buttons.

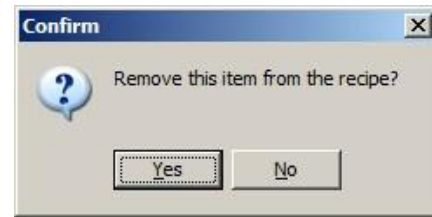
Take note of the **Measure**, and enter the quantity required in the recipe for this item. Press **Enter** on your keyboard or click on **OK** when done. You should now have the stock item in the recipe for the selected menu item, as seen below:


The 'Recipe for Pre-Manufactured Stock Items' window shows the recipe details. At the top, it indicates 'Recipe Yield: 1' and 'Recipe Cost: R 0.00'. Below is a table of ingredients:

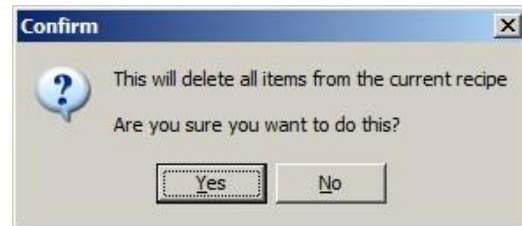
StockNo	Qty	Measure	Desc.	Cost
ME002	0.75	kg	Ham	R 0.00
ME004	0.5	kg	Salami	R 0.00
GR027	0.01	kg	Salt Fine	R 0.00

Removing Items from a Recipe

If you need to remove an item from the recipe, select the item from the recipe on the left, and press the  button. This will show the following prompt:

*Clearing the Entire Recipe*

To clear the recipe block and start again, use the  button. This will bring up the following prompt:

*Recipes and Inactive Stock Items*

In certain circumstances, especially where menus are downloaded from a central head office, you may find a stock item that was previously used is no longer needed. Once a stock item has been purchased, discarded, or used in a stock or menu item recipe, it cannot be removed completely from the *Aura* system. In a situation such as this, the stock item will be set to **inactive** instead. By this method, the item details are still stored for reporting purposes, but the item cannot be used as it is inactive.

Where a manufactured stock item master recipe contains an inactive stock item, you will see the following warning message:

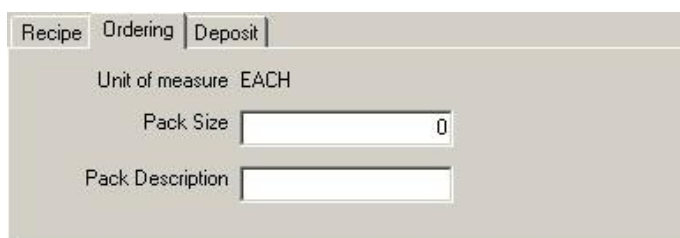
Recipe for above item

Recipe Contains Inactive Items					
	Code	Qty	Measure	Description	Cost
▶	G017	0.05	LITRE	BBQ SAUCE	R 0.48
	UM003	1	EACH	BEEF PATTY	R 9.20
	B005	1	EACH	BURGER ROLL	R 0.96
	G019	0.003	KG	CHIP SPICE	R 0.14
	G020	0.1	KG	FRIES	R 1.23
	FV006	0.015	KG	LETTUCE FANCY	R 0.90
	G016	0.03	LITRE	OIL CRISPA	R 0.45
	FV005	0.01	KG	ONIONS	R 0.08
	FV009	0.001	KG	PARSELY	R 0.07

Notice how the affected stock item itself is highlighted with a grey background. Ideally this stock item should be removed and replaced with the correct item.

4.7.2.2 Ordering

The **Ordering** tab is used to set required order size used by the *Aura Order Manager*.



The screenshot shows the 'Ordering' tab selected. It contains the following fields:

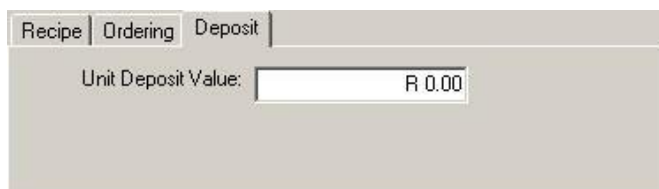
- Unit of measure: EACH
- Pack Size:
- Pack Description:

Unit of Measure - Displays the selected unit of measure for the selected stock item.

Pack Size - This figure is the order quantity increment for orders generated by *Order Manager*.

4.7.2.3 Deposit

The **Deposit** tab allows you to enter a deposit value for a single measure of the selected stock item. Certain stock items that must be captured in the GRV (Goods Received Voucher) screen, are required to return to the supplier at a later point in time. These suppliers require a deposit on the item while in your possession. One example of these items is a crate from ABI.



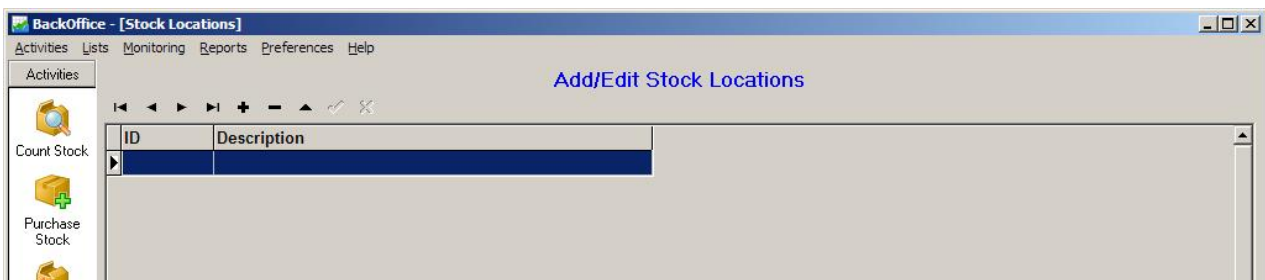
The screenshot shows the 'Deposit' tab selected. It contains the following field:

- Unit Deposit Value:

The deposit value comes into effect in the GRVs under the **Returns** feature. Returning an item that has a deposit set on it, will credit the store with the required amount per unit returned. Please ensure that the value here is for one unit and not a batch when entered.


4.7.3 Locations

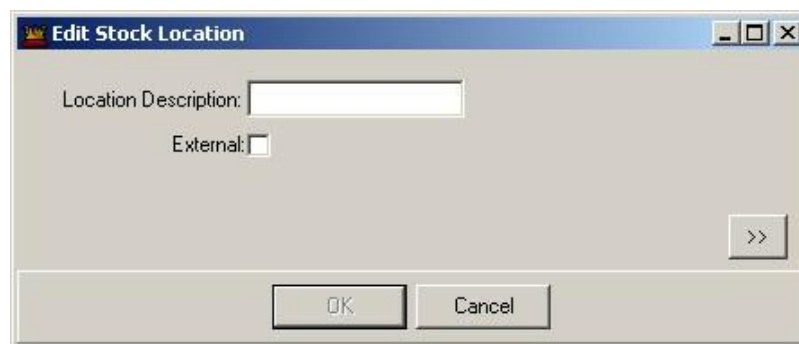
The **Stock Locations** can be used to keep track of stock in multiple stock locations separately. For instance, if you would like to keep track of the cold room stock (meats, dairy products, etc.) and the dry goods (flour, sugar, salt, etc.) separately, you will first need to set up the different locations. When opening the stock locations for the first time, you will be presented with the following screen:



! Stock levels of External stock areas will not affect your normal Gross Profit report, in order to see the gross profit for a specific location, you will need to run the Gross Profit by Location report. For more information, see the section on **Gross Profit Report**.

Adding New Stock Locations


In order to add a new location, click the  button from the top toolbar. This will present the following window:





Location Description - Use this field to enter a descriptive name for the new category.

External - If so desired, you may set an external location. This will separate the stock in this location from the stock in the default and other internal locations.

Any stock transferred to an external location will not be included in the default reports or calculations for the stock items. Also take note that this option is password protected for extra security.

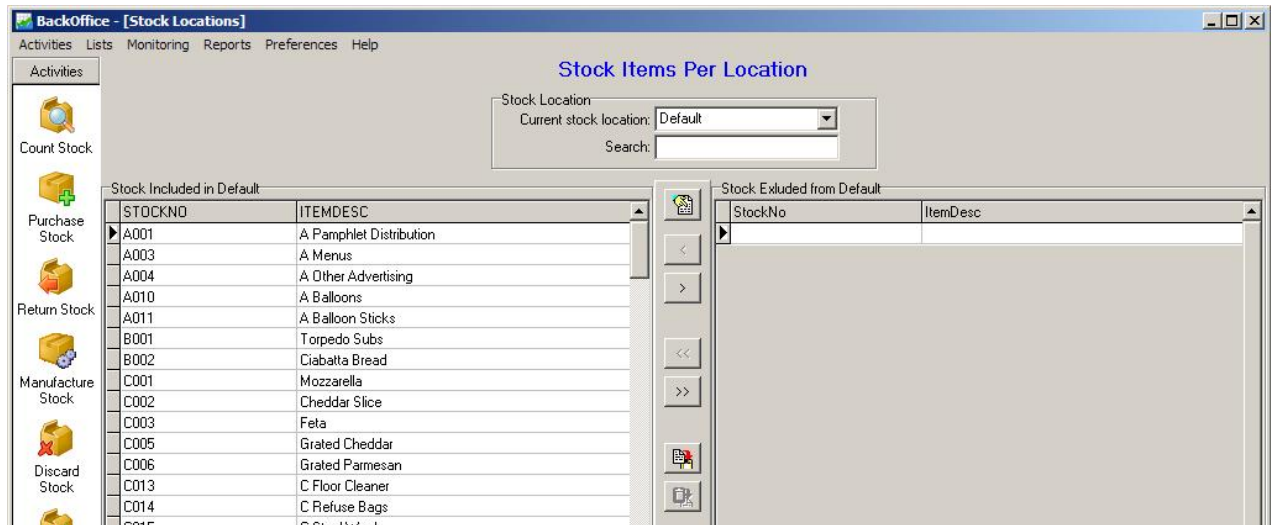
 **Button** - Clicking this button will display a hidden feature of the stock locations called **Commission**. This feature is no longer in use, and should be removed in the next release of the *Aura* software.

Removing and Editing Stock Locations

To remove a stock location, highlight the stock location and press the  button. To edit a location, use the  button. Editing a location will bring up the same window as found when creating a new location. Simply change the information you need, and click the **OK** button to save.

4.7.4 Items per Location

When a second stock location is added, by default it does not have any stock included in the location. This will need to be set up from the **Stock Items per Location** screen. Selecting this option will present you with the following screen:



Stock Location

Current Stock Location - Use this drop down list to select the stock location you wish to edit.

Search - Typing part of a stock item's description or code in this block will filter the lists found below.

Stock Included in <location> - On the left hand side is a list of stock items that are currently included in the selected stock location.

Stock Excluded from <location> - On the right hand side is a list of stock items that are current excluded from the selected stock location.

Toolbar



- Check that all stock items are in their correct stock locations.

Before using this feature effectively, it is important to understand how **Locations** work. Let's look at the following example: we will work with three locations, **Default** (which always exists), **Alpha** and **Beta**.

If a menu item is in the **Sales Location "Alpha"**, while the stock items in it's recipe are in either "**Default**" or "**Beta**", this feature will move these stock items into the "**Alpha**" location.



- Includes only the selected stock item on the right into the current location. Same as double-clicking on an item in the 'Excluded' list.



- Excludes only the selected stock item on the left from the location. Same as double-clicking on an item in the 'Included' list.



- Include all stock items in the current location.



- Exclude all stock items from the current location.



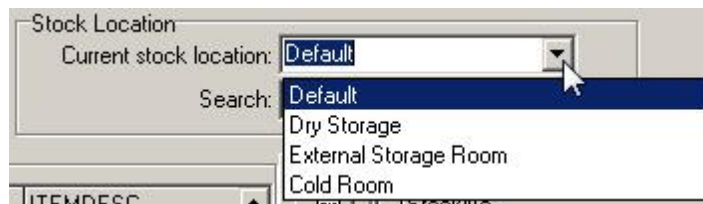
- Copy the current list of included stock items to memory.



- Paste the previously copied list of included stock items to the currently selected stock location. This will be unavailable until a list is copied.

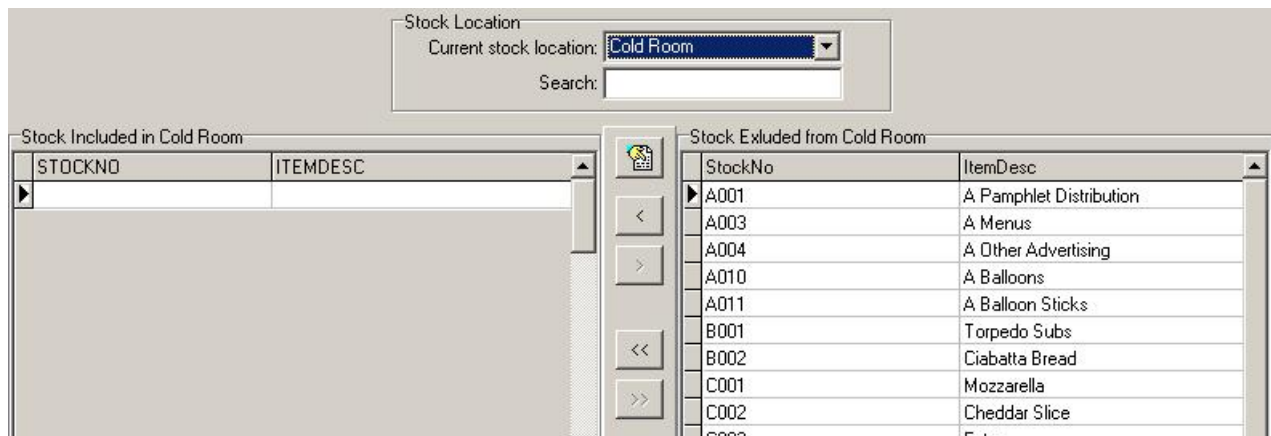
Editing Contents of Stock Locations

Begin by selecting the stock location you wish to edit. Click on the down arrow next to **Current stock location** to see which are available, as seen below:





If the desired location is not found in the list, you will first need to add it to the stock locations.
For more information, see the section on **Stock Locations** ¹²⁰.


Once the desired location is selected, you will be presented with all items included in the location on the left, and all items excluded from the location on the right. Below is an example of a new stock location, with no stock currently included:



! Be careful with including inactive items; these will be shown with a grey background colour.

In the above example, in order to add stock to the 'Cold Room' location, scroll through the list of excluded stock items on the right and look for the items that need to be included in this location. Select the first item, and click on the  button. This will include only the currently selected stock item.

If the stock location is not only for certain types of stock but rather as a bulk storage room, you may also include all stock items. This is done by pressing the  button.

If you wish to remove a stock item from the currently selected location, select the item on the left hand side, and press the  button. This will move only the selected stock item on the left out of the current location.

To remove all items from the current location and start over, use the  button.

! Any changes made here are automatically saved, there is no 'undo' function for editing stock item locations.

4.8 Expenses

The **Expenses** tracking feature of *Aura* may be used to maintain a log of payments made from the store for non-sales related items. This may be anything from staff transport arrangements, utility accounts, or even repairs and maintenance to in-store facilities (tables and chairs for example).

Before an expense may be captured correctly in *Aura*, first a category must be in place for the expense, and then an expense item for that particular type of expense will need to be added. Once these requirements have been met, you may capture the expense as required.

For more information, see the sections on **Expense Categories** ¹²⁵, **Expense Items** ¹²³, or **Capturing Expenses** ⁴⁹.

4.8.1 Expense Items

The **Expense Items** screen gives you an interface to set up and maintain the available expense items.

Toolbar - For more information, see the section on **Navigating Records** ¹³.

Category Filter - Select a category to filter the items displayed.

Show (Active / Inactive) - Select whether to filter out the currently active or inactive items.

Adding New Expense Items

To add a new expense payment item, click the plus button on the toolbar at the top. This will clear all the fields under the *Item Description* and change the toolbar to display as follows:



Enter all the necessary fields for the new expense item, and click on the tick button on the toolbar to save the item. See below screen shot for an example:

Field View vs Spreadsheet View

Use this option to switch between the two available display modes for the available expense payment items.

Item Description

Expense Code	<input type="text"/>	Category	<input type="text"/>	...	Vat Inclusive	<input type="text"/>	<input checked="" type="checkbox"/> Active
Description	<input type="text"/>	Subcategory	<input type="text"/>		Vat Exclusive	<input type="text"/>	<input checked="" type="checkbox"/> Vat Exempt
Last Paid	<input type="text"/>	Supplier	<input type="text"/>		Order Quantity	<input type="text"/>	

Field View

Expense Code	Description	Category	SubCategory	Active	Vat Ex.	VatExcl	VatIncl	Order Qu.
				<input type="checkbox"/>	<input type="checkbox"/>			

Spreadsheet View

Expense Code - Displays the unique ID code for the selected expense item.

Description - Displays the name for the selected expense item.

Last Paid (spelling error) - Shows the date that the selected item was last paid for.

Category - Displays the category for the selected item. Click on the  button next to **Category** to bring up a list of currently available categories.

For more information, see the section on **Expense Categories** ^[125].

Subcategory - Displays the subcategory for the selected item. This is an optional item used for making more specific selections when capturing expense payments. You may leave this field blank if you wish.

Supplier - Displays the supplier of the service for the selected expense.

Vat Inclusive - Enter the cost of one unit of measure for this expense item.

Vat Exclusive - Displays the amount excluding VAT, this figure will work out automatically from the VAT Inclusive amount.

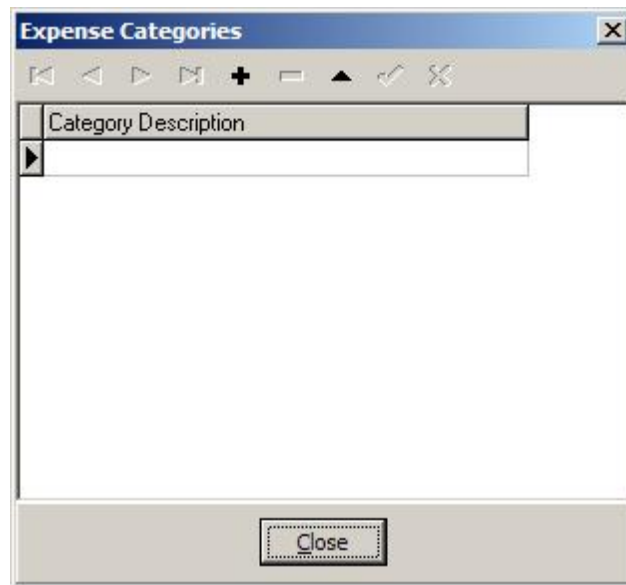
Order Quantity - Select the default quantity for the selected item.

Active - Select whether or not the selected item is active and available or not.



Vat Ex. - Select whether or not the item is VAT exempt or not. If ticked, the item does not have any VAT.

4.8.2 Categories

The **Expense Categories** window is used to maintain categories for your expense records. If you have no expense categories entered, upon opening this feature, you will be presented with the following screen:



Adding New Expense Item Categories

Click on the  button to create a new category, then enter a name for the category and click the  button to save. With categories added, you should see something similar to the following:



You may now add expense items to the list.

For more information, see the section on **Expense Items** ¹²³.

4.9 Delivery Areas

The **Delivery Areas** window is used to set up specific delivery area settings to link to the **Street List**.

This can also be accessed by *Lists > Streets*, or by clicking on the **Delivery Areas** button inside the **Street List**¹²⁷; allowing this same process to be carried out through *Aura Invoicing*.

Grid Reference	Deliver	Delivery Charge	Travel Time
	<input type="checkbox"/>		

Add New Delivery Area Reference

Click on the **+** button, and enter in the required information.

- § **Grid Reference** - Used as a reference from maps.
If the area is in Column C, Row 6 on the map, enter C6 in the reference.
- § **Deliver?** - Select Yes or No from the drop down list.
If No is selected, then you will not be able to assign delivery orders to customers in this grid reference.
- § **Travel Time** - Enter the average time taken to travel from the store to this location.
- § **Delivery Charge** - If the area is outside of your store's free delivery area, then the amount entered in here will automatically be added to all delivery orders in this area. This figure **includes** VAT.

Editing A Delivery Area Reference

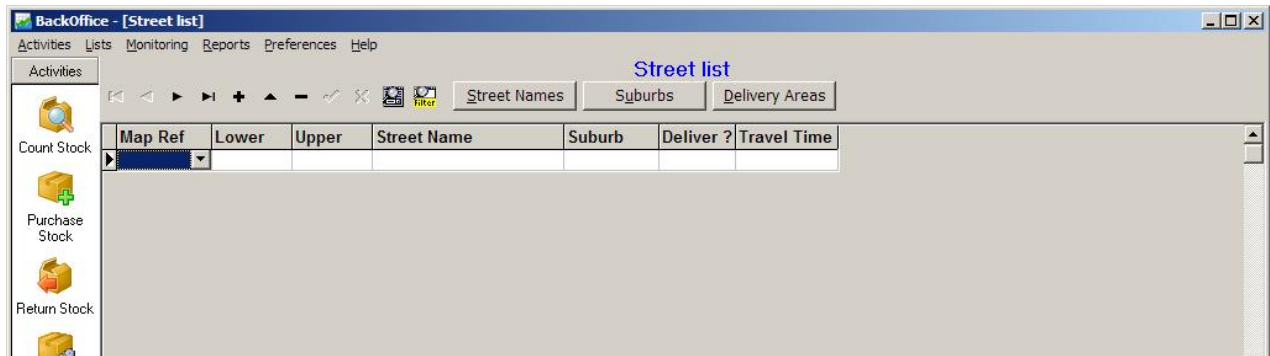
If you need to edit a current delivery area, select the delivery area reference from the list and click the **▲** button. After making the necessary changes, click on the **OK** button to save.

If any delivery areas are updated in any way, you will be required to refresh the customer information before the change takes full effect.

For more information, see the section on **Updating Customer Statistics**⁶³.

4.10 Streets

The **Street List** contains all the street names and suburb associations for your delivery setup. It is essential that the streets are set up correctly to ensure that the customers can be added without any problems.



Toolbar - For more information, see the section on **Navigating Records** ^[13].



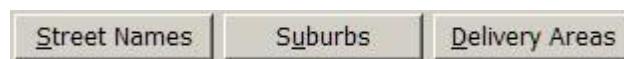
- This button will open the "locate field value" window to allow you to search for a street record.



- This option is used to create a filter for the street list. This is described further down in this topic.

Preparing to Add a New Street Reference

Before inserting a new street, there are a few steps to take first. These steps involve setting up the list of **street names**, **suburbs**, and **delivery areas**. These are available by the buttons to the right of the standard toolbar, as seen below:




! If the required street name, suburb and delivery area reference is already set up in the *Aura* system, you may skip this step and move on to *Adding Streets* below.

Clicking each of these three buttons will take you to a new window in order to set up the required information. The Delivery Areas feature is also available directly from the Lists Menu.

For more information, see the relative topic below:


- **Street Names** ^[129]
- **Suburbs** ^[130]
- **Delivery Areas** ^[126]

Adding Streets

To set up a street reference with current street names and suburbs, click on the  button on the toolbar. Doing so, should present you with a blank line similar to the following:


Map Ref	Lower	Upper	Street Name	Suburb	Deliver ?	Travel Time
	0	0			True	00:00


In the **Street Name** and **Suburb** drop down lists, select the desired name and which suburb it is located in. Then on the **Map Ref** drop down list, select the map reference that the selected street is found in on your map.

Once all the required information has been entered for this street reference, click on the  button to save. The **Deliver?** and **Travel Time** fields will automatically update with the information linked to the selected **Map Ref**, as seen below:

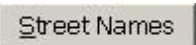
Map Ref	Lower	Upper	Street Name	Suburb	Deliver ?	Travel Time
 A1	0	0	Some Street	Some Suburb	True	00:14

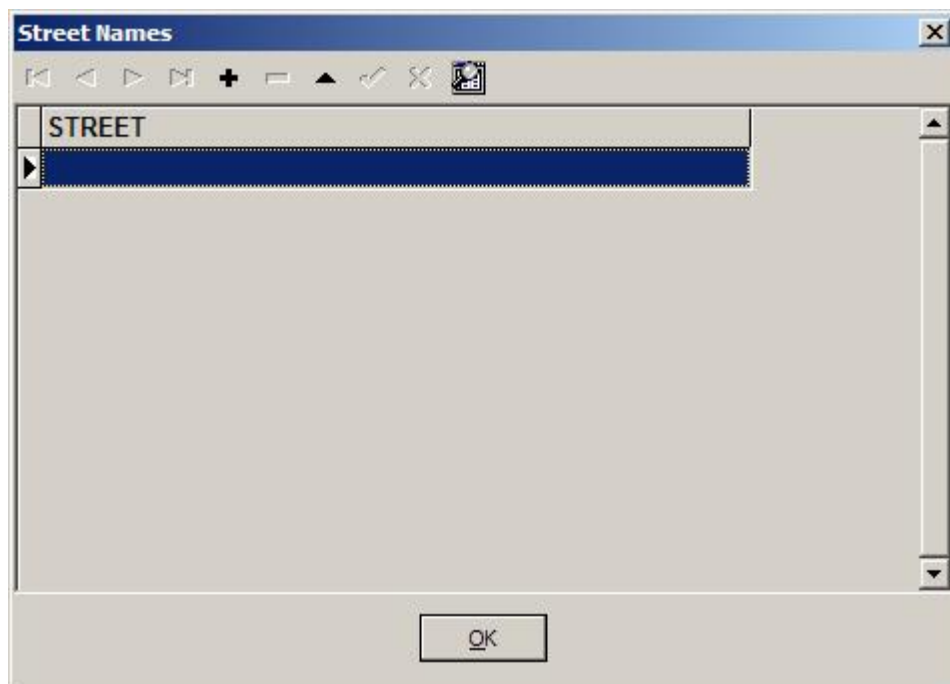
Removing Streets

If you need to remove a street for any reason, select the street reference in the list and click on the  button. You will only be able to remove a street reference if there are no customers currently linked to the street. If the streets have been set up incorrectly, and you need to merge customers from two street references and remove the incorrect reference, please use the **Street Sweeper**.

For more information, see the section on the **Street Sweeper** .

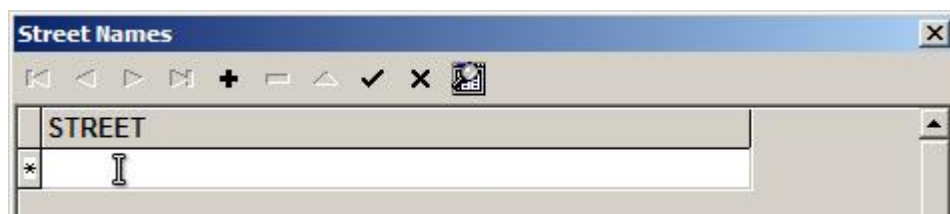
4.10.1 Street Names


Clicking on the  button will present the following window:




Adding New Street Names

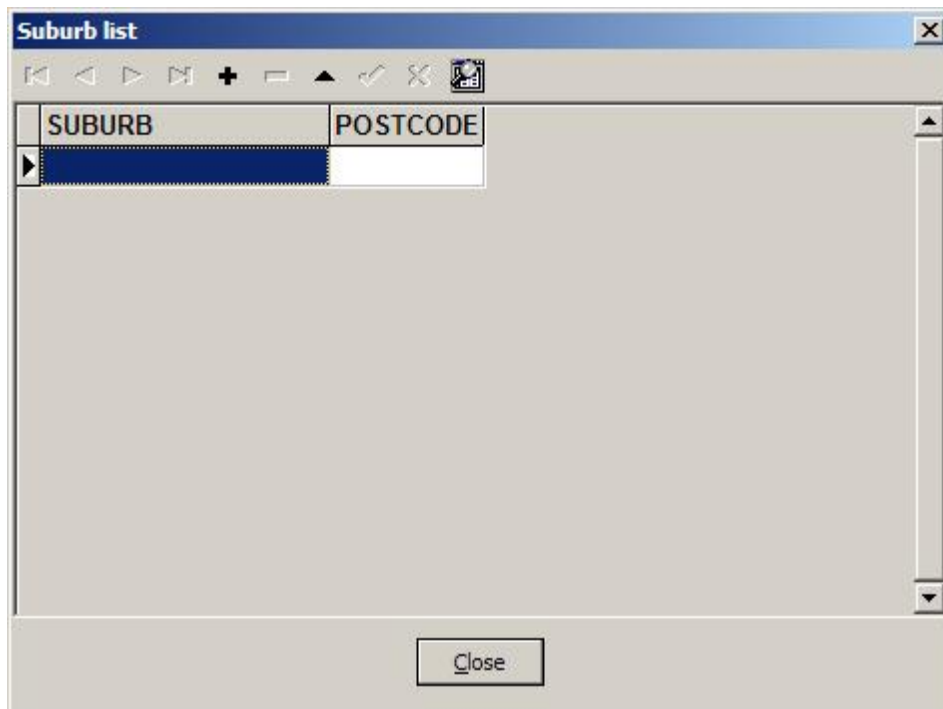
From this screen click on the  button to add a new street, this will allow you to enter in a street name. As seen below:



After entering the name, click on the  button and then click on *Close* to return to the **Street List**.


4.10.2 Suburbs

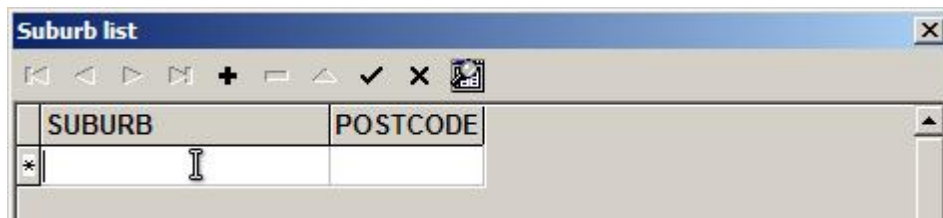
Clicking on the  button will present the following window, allowing the functions to enter suburb names and postal codes to link the street names to. As seen below:



SUBURB	POSTCODE

Adding New Suburbs and Postal Codes

Click on the  button, and then enter the *Suburb Name* and *Postal Code* in the blank fields as shown below:



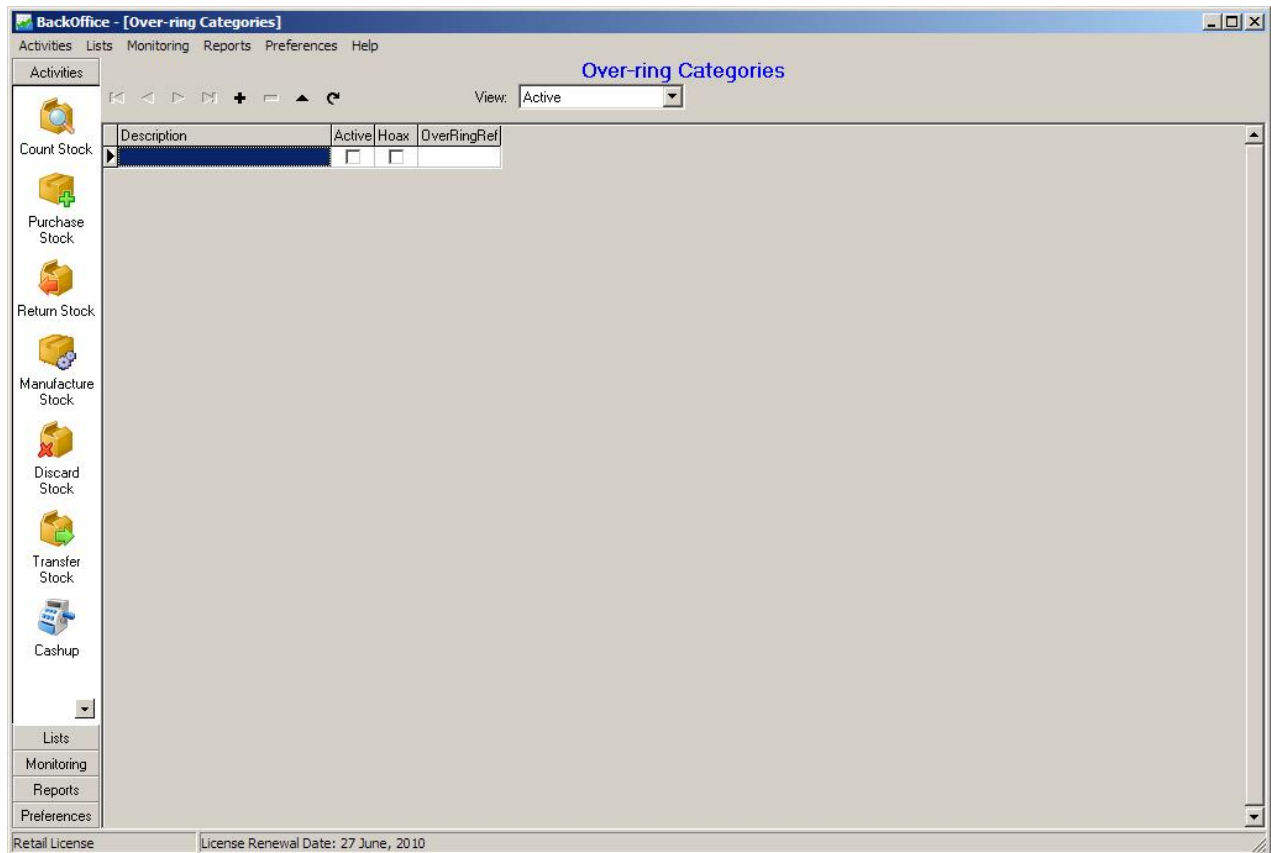
SUBURB	POSTCODE

! The postal code is required in order to allow the labels to print correctly. As the labels are incorporated as part of the marketing side or *Aura*, any suburbs without postal codes stored will not be eligible for postal marketing services.

After entering the name and postal code, click on the *Close* button to return to the **Street List** ¹²⁷.

4.11 Over-ring Codes

The **Over-ring Categories** screen is used to maintain a list of reasons for any order to be over-rung. These reasons will vary from one type of store to the next. For instance, a counter order only store would not need to over-ring an order on account of a late delivery. For this reason, the over-ring reasons can be altered as needed.



Toolbar - For more information, see the section on **Navigating Records** ¹³⁷.




- Click this button to force a refresh of the over-ring reasons list.

View - The view drop down list is used to filter the over-ring reasons list to display either active or inactive codes.

Over-ring Reasons List - This list will display all active or inactive over-ring codes as per the view filter.

Adding Over-ring Reasons

To insert a new Over-Ring code, click on the  button from the top toolbar.



The 'Edit Overring Reason' dialog box contains the following fields and controls:

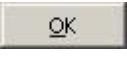
- Description:** A text input field.
- Reference:** A text input field.
- Active:** A checked checkbox.
- Hoax:** An unchecked checkbox.
- Buttons:** 'OK' and 'Cancel' buttons at the bottom.

Description - This is the description that will show on the reports; this name will be displayed in *Invoicing*.


Reference - The reference code; generally accepted as an abbreviation of the description (see example below), is displayed on reports relating to over-rings.

Active - If this is selected, then this Over-Ring Reason will be available from Invoicing. Otherwise it will not be accessible.

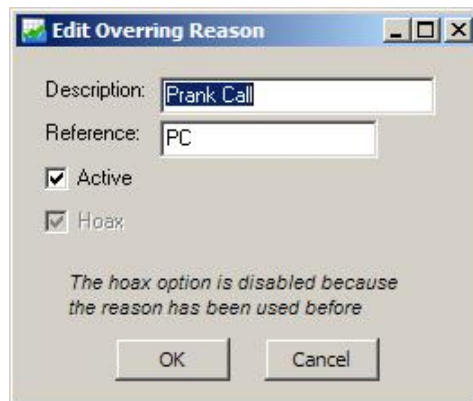
Hoax - This over-ring category option is for reporting purposes.

After setting up the Over-Ring reason, click on the  button. After adding all the required Over-Ring reasons, please close **Aura Invoicing** and open it again to refresh the changes.

Editing Over-ring Reasons

To edit a current discount code, either double click on the over-ring reason line, or select it and press the  button on the toolbar.

When editing a current over-ring reason, you will see the following window:



The 'Edit Overring Reason' dialog box is shown with the following data:

- Description:** Prank Call
- Reference:** PC
- Active:** Checked checkbox
- Hoax:** Checked checkbox
- Message:** "The hoax option is disabled because the reason has been used before" (displayed below the checkboxes)
- Buttons:** 'OK' and 'Cancel' buttons at the bottom.

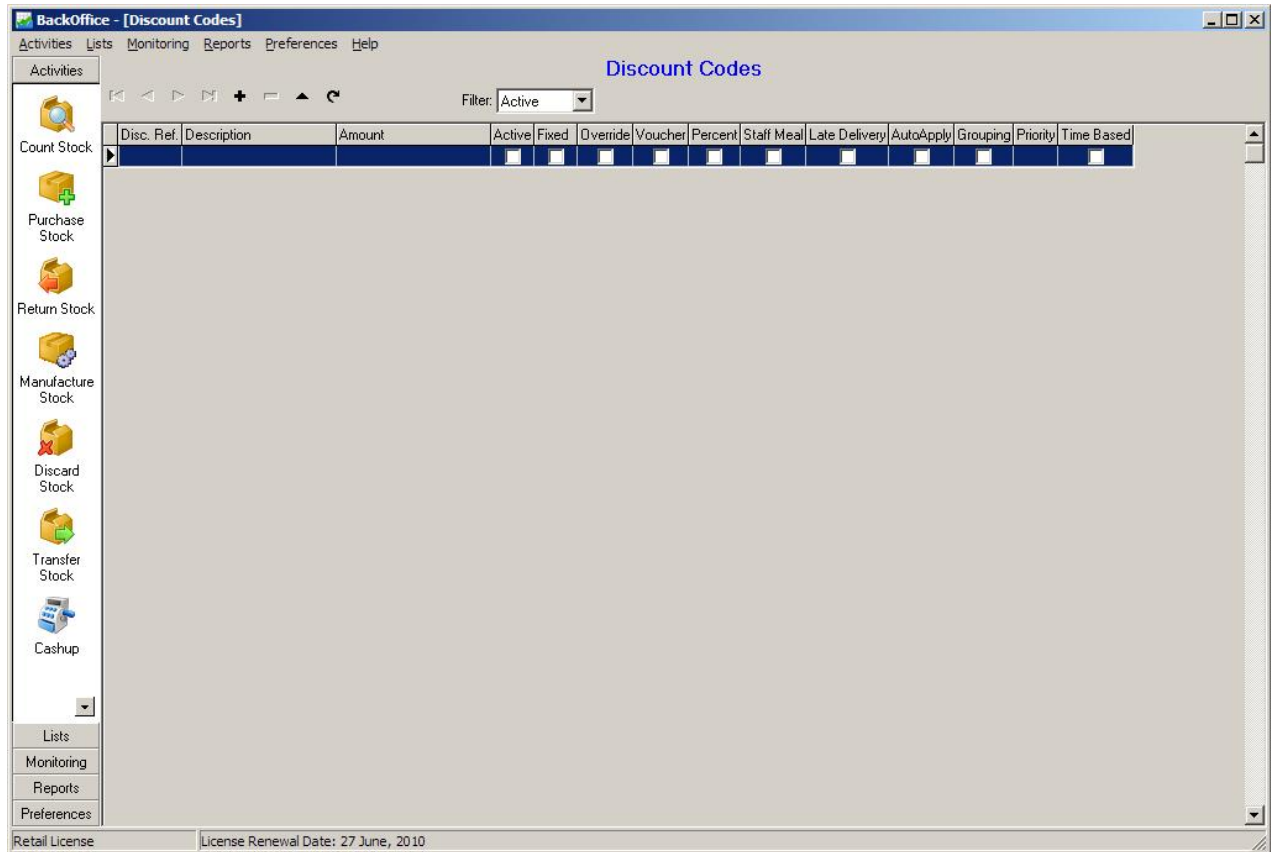
If the over-ring reason has been applied to an invoice before, you will not be able to change the 'Hoax' setting.

4.12 Discount Codes

The **Discount Codes** screen is used to maintain a list of available preset and variable discount reasons. Discounts are used for various reasons; ranging from the most common discounts for store specials (for example: "buy two, get one free") and also including less common, more specialised reasons (for example: customer complaints).

These discount codes can be applied to any type of invoice; although access to apply these discounts codes is controlled by settings in the **Access Permission** and the **Employee Record** settings, as described in each section respectively.

For more information, see the sections on **Access Permissions**^[179] and **Employee Settings**^[73].



Toolbar - For more information, see the section on **Navigating Records**^[13].



- Click this button to force a refresh of the over-ring reasons list.

Filter - This drop down list will filter the list of discount codes to show either active or inactive discount codes.


Discount Codes List - The list below will display a list of the discount codes as per the **Filter** above. Descriptions can be found below.

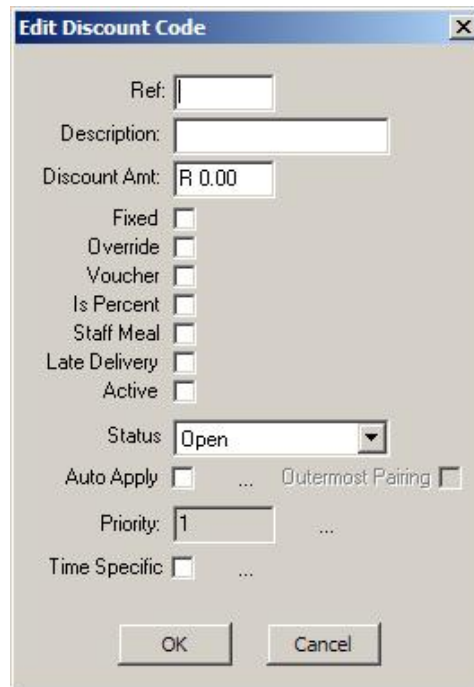
Existing Discount Codes

If any discounts already exist in the system, you will see the layout of the discount as in the following example:

Disc. Ref.	Description	Amount	Active	Fixed	Override	Voucher	Percent	Staff Meal	Late Delivery	AutoApply	G
▶ 123	Buy two, get me free!!	R 0.00	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	

Adding a New Discount Code

To add a new discount, click on the  button from the toolbar. This will display the following window, allowing you to enter the desired settings for the discount:



The 'Edit Discount Code' dialog box contains the following fields and options:

- Ref:** A text input field for a reference code.
- Description:** A text input field for a full description.
- Discount Amt:** A text input field showing 'R 0.00'.
- Fixed:** A checkbox.
- Override:** A checkbox.
- Voucher:** A checkbox.
- Is Percent:** A checkbox.
- Staff Meal:** A checkbox.
- Late Delivery:** A checkbox.
- Active:** A checkbox.
- Status:** A dropdown menu currently set to 'Open'.
- Auto Apply:** A checkbox.
- Outmost Pairing:** A checkbox.
- Priority:** A text input field showing '1'.
- Time Specific:** A checkbox.
- Buttons:** 'OK' and 'Cancel' buttons at the bottom.

Ref - This field is used for a reference code for this discount, this must be unique to this discount and cannot be used more than once.

Description - Enter a full description for the discount code. This description will print on the customer's invoice slip.

Discount Amt - Enter the amount that this discount will work with. Discounts can be set to either take off an amount, or override the order to a certain amount.

! Before entering the discount amount, you must decide whether this discount is going to be a percentage or rand value based discount. You must also decide if this discount will take off the said amount, or override the order to a set amount.

These two options, **Override** and **Is Percent**, are found further down.

Fixed - If you would like *Invoicing* to apply the discount with the exact amount that is entered above, tick this option. If this option is de-selected, *Invoicing* will prompt for the discount amount/percentage when the discount is applied.

Override - With this option selected, applying this discount will override the order to the amount selected. With this option de-selected, it will take the abovementioned amount off the current order.

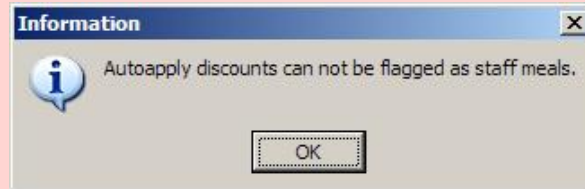
Voucher - This option is used for statistical marketing report purposes only.

Is Percent - Selecting this option will change the discount amount from a fixed rand value to a percentage of the order that the discount is being applied to.

Staff Meal - This option is used to help separate the discount reasons from normal customer discounts. Selecting this option will change the way this discount responds inside *Invoicing*.

For more information on how this affects staff members applying discounts, see the section on **Employee Discount Settings** ^[73].

! Any discount set up as 'Auto Apply' cannot be made into a staff meal; attempting to do this will display the following message:



Late Delivery - If the discount being set up is to be used to mark a delivery as 'late' according to your individual store's requirements, select this option.

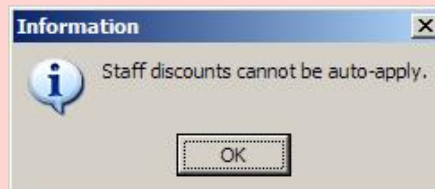
Active - If this is selected, this discount will be available from *Invoicing*. With this de-selected, it will not be available.

Status - In larger store chains where a menu is downloaded from a head office store; the menu items, stock items and discounts are most often locked and cannot be edited by each store. If your menu is locked, and a discount is set as **Open**, you will still be able to edit this discount code. If your menu is locked and a discount is set as **Controlled**, you will not be able to edit the discount settings.

Auto Apply - This option can be set to automatically apply the desired discount when certain menu items have been met in a customer's order.

When selecting this option, keep in mind that due to the methods used to check and apply discounts automatically, these can only ever be applied as line item discounts. For more information on the difference between **line item** and **invoice** discounts, please see the *Aura Invoicing* manual.

! Any discount set up as a 'Staff Meal' cannot be made into a auto apply discount; attempting to do this will display the following message:



Outermost pairing - This is an extra option relating only to the auto apply feature, and is described further below.

Priority - With auto apply discounts, you can tell *Invoicing* what order to search through the list for a valid match. This is described further below with the auto apply discounts.


Time Specific - If a discount is only available for a certain time period of each day, or only on certain days of the week, this can be restricted here. Any time the discount list inside invoicing is opened, it will only allow discounts that are set to be available during the current day and time.


For more information, see the sections on **Auto-Apply Discounts** ^[136] and **Time Based Discounts** ^[139].

4.12.1 Auto Apply Discounts

Invoicing can be set to automatically check the line items in an order and see if they match a preset discount reason. If that is the case, the discount will be applied automatically and a notification message will be displayed. That process is described in the *Aura Invoicing Manual*.

To set up an auto apply discount in *Aura Back Office*, first set up and save the standard discount. After that, select the

discount and press the  button on the toolbar. This will take you back to the **Edit Discount Code** window, as seen here:

Now tick the **Auto Apply** box, notice how the **Outermost Pairing** option is now available as well. To edit the auto apply rules, click the  button, as seen in the example below:




Edit Discount Code

Ref:

Description:

Discount Amt:

Fixed ☒

Override ☒

Voucher ☐

Is Percent ☐

Staff Meal ☐

Late Delivery ☐

Active ☒

Status:

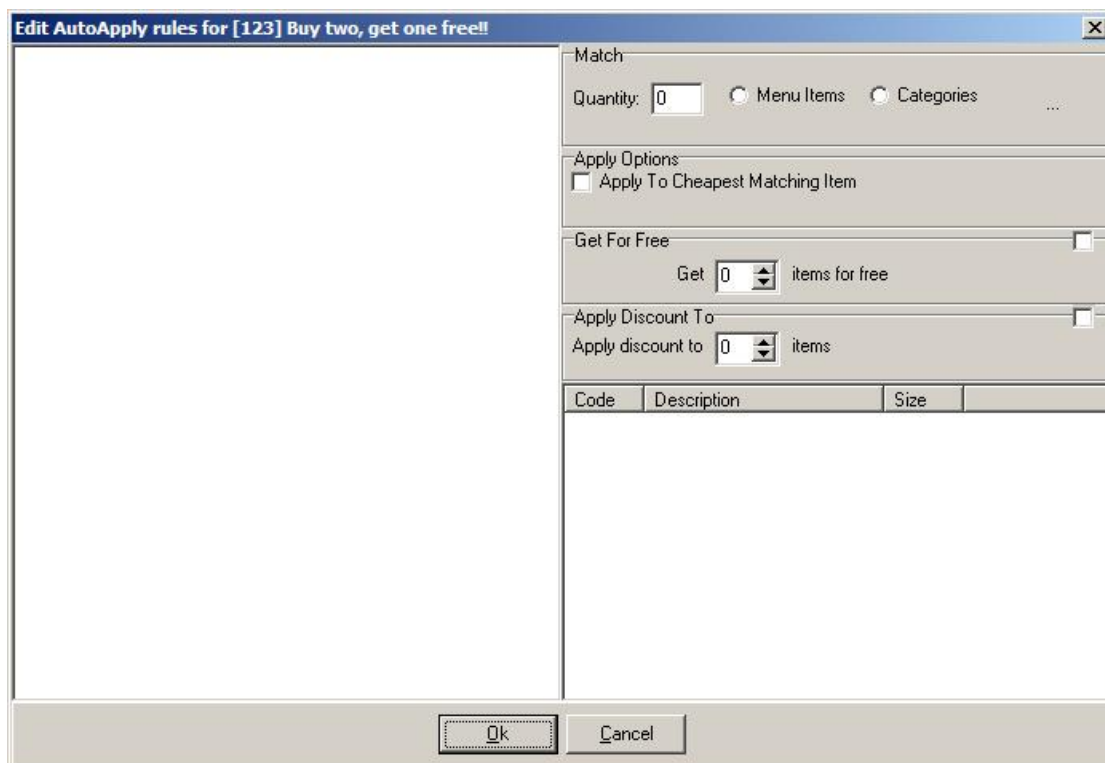
Auto Apply ☐ ... Outermost Pairing ☐

Priority: ...

Time Specific ☐ ...

OK Cancel

This will bring up the following window:



Edit AutoApply rules for [123] Buy two, get one free!!

Match

Quantity: ☐ Menu Items ☐ Categories ...

Apply Options

☐ Apply To Cheapest Matching Item

Get For Free

Get items for free

Apply Discount To

Apply discount to items

Code	Description	Size
------	-------------	------

Ok Cancel

The name bar along the top of this window will display the reference code and name of the discount these settings apply to; In this case, "**Edit AutoApply rules for [123] Buy two, get one free!!**"

The left hand side of this window contains a list of current rule sets for the specific discount to look at. To create a new rule set, right click in the left hand side and select the appropriate option from the drop down menu. As seen below:




Once the rule is created, you can right click on the rule called 'New' and select rename. If you have more than one rule set, this will make it easier to distinguish between the different sets.

Once you have the rule set created, you can specify the requirements for the selected rule. Using the section displayed below:

Match

Quantity - Enter the number of menu items required to match in order to allow the discount.

Menu Items / Categories - Select whether to allow those matches need to be specific menu items only, or can be any items in a specified category or categories.

To select the desired menu items or categories, click the  button to the right after making your selection. This will present the **Menu Item Selector**, as seen below:

Menuitem Selection				0 of infinite
Search	By Code (F9)	By Description (F10)	By BarCode (F11)	
<input type="checkbox"/> I001	Tables	**** Sit Down ****		0.00
<input type="checkbox"/> I002	Tables	**** Take Away ****		0.00
<input type="checkbox"/> DR05	Water	1L Mineral Water Sparkling		0.00
<input type="checkbox"/> DR05	Water	1L Mineral Water Still		0.00
<input type="checkbox"/> LR 63	ea	2 Oceans Cab		49.90
<input type="checkbox"/> LR 65	ea	2 Oceans Sav Blanc		42.90
<input type="checkbox"/> DR05	Water	250ml Mineral water Sparkling		0.00
<input type="checkbox"/> DR05	Water	250ml Mineral water Still		0.00
<input type="checkbox"/> SP00		2L Coke		0.00

There are two methods for selecting items: one is to click in the box on the left, placing a tick in the box, the second is to highlight the item using the arrow keys on the keyboard and press the space bar to tag the item. Once all desired items have been selected, click the **OK** button to close the **Menu Item Selection** window.

After adding the items, you can review the list of items this discount will apply to in the lower right hand corner of the Auto-Apply Discount setup window, as seen here:

In this example, the discount that these auto-apply rules are being added to will automatically apply to one item (*Apply Discount To:* section) when any two of the listed items are rung up (*Match:* section at the top).

Code	Description	Size
L1	Caribbean	Large
L14	Chicken Tikka	Large
L2	Chicken & Mushroom	Large
L3	Chicken Peri-Peri	Large
L5	Four Seasons	Large
L55	Regina	Large
L6	Hawaii	Large
L7	Mexican	Large
L8	Margherita	Large

Apply Options

Apply to Cheapest Matching Item - When a range of items are added to the list of possible matches, it is likely that they have different prices. Selecting this option will cause the discount to be applied to the cheapest items matching the requirements, therefore leaving the more expensive items at full cost.

Get For Free

Get <x> items for free - Select the number of items that are marked down to a zero value, regardless of what discount amount is specified.

Tick the box on the very right hand side of the **Get For Free** section to activate this option.

Apply Discount To

Apply discount to <x> items - Select the number of items that the specified discount is applied to (for example: 10% off, R20 off, etc.).

Tick the box on the very right hand side of the **Apply Discount To** section to activate this option.

You can select either one or both of the **Get For Free** and **Apply Discount To** sections, but keep in mind the items that the discount is applied to is restricted by the number of required items. Therefore, with **Match** set to a quantity of 2, **Get For Free** and **Apply Discount To** may not add up to more than 2, as seen below:

In this case, the discount (set up earlier) will apply to one item, and the second item will be free of charge.

4.12.2 Time Based Discounts

If you wish to have certain discount codes available only during certain hours of the day, or even only on specified days of the week, you will need to set a time schedule for the discount. Near the lower section of the **Edit Discount Code** window, tick the **Time Specific** box to enable this option. Then click on the **...** button to, as seen below:



This will present the following window:

 The 'Discount Time Table' window is a dialog box with a title bar and a close button. It contains a table with columns for 'Whole Week' and 'Whole Day', and rows for each day of the week (Monday through Sunday). Each day's row has two time slots, each with a start and end time picker (currently set to 12:00:00 AM). At the bottom are 'Apply' and 'Cancel' buttons.

	<input type="checkbox"/> Whole Week	<input type="checkbox"/> Whole Day	Time Slot 1		Time Slot 2	
<input type="checkbox"/> Monday	<input type="checkbox"/>	<input type="checkbox"/>	12:00:00 AM	12:00:00 AM	12:00:00 AM	12:00:00 AM
<input type="checkbox"/> Tuesday	<input type="checkbox"/>	<input type="checkbox"/>	12:00:00 AM	12:00:00 AM	12:00:00 AM	12:00:00 AM
<input type="checkbox"/> Wednesday	<input type="checkbox"/>	<input type="checkbox"/>	12:00:00 AM	12:00:00 AM	12:00:00 AM	12:00:00 AM
<input type="checkbox"/> Thursday	<input type="checkbox"/>	<input type="checkbox"/>	12:00:00 AM	12:00:00 AM	12:00:00 AM	12:00:00 AM
<input type="checkbox"/> Friday	<input type="checkbox"/>	<input type="checkbox"/>	12:00:00 AM	12:00:00 AM	12:00:00 AM	12:00:00 AM
<input type="checkbox"/> Saturday	<input type="checkbox"/>	<input type="checkbox"/>	12:00:00 AM	12:00:00 AM	12:00:00 AM	12:00:00 AM
<input type="checkbox"/> Sunday	<input type="checkbox"/>	<input type="checkbox"/>	12:00:00 AM	12:00:00 AM	12:00:00 AM	12:00:00 AM

Using this window, you may select when the discount is available, below is a description of how each field works.

Options:§ **Whole Week** - Tick box in top left corner.

Selecting this option will automatically activate the discount for all seven days of the week, after which you can select the time period for each day.

§ **Whole Day** - Column of tick boxes immediately to the right of the days of the week.

Ticking this option for any specific day, will make the discount available from the first minute of that date, up to midnight on the selected day.

§ **Specific Time Section** - Three columns of tick boxes with time blocks.

Next to the **Whole Day** option you will see three sets of tick boxes and times for each day. If you do not want the discount to be available 24 hours a day, you may select anywhere up to three active time periods during your trading day..

Once one of the three time periods has been activated, you may select an opening and closing time for the selected discount, as seen below:

The screenshot shows a configuration window for a discount. On the left, there are three columns of checkboxes for days of the week. The first column, labeled 'Monday', has its checkbox checked. To the right of the checkboxes are three sets of time selection controls. The first set, corresponding to the checked 'Monday' checkbox, shows a start time of '05:00:00 PM' and an end time of '08:00:00 PM'. The second and third sets of controls are currently empty, showing '12:00:00 AM' for both start and end times.

In the above example, this discount will only be available between **5:00 PM** and **8:00 PM** on Monday night.

If you require this discount to be available for more than one period, you may also tick the second or third time periods, as seen below:

The screenshot shows the same configuration window. The 'Monday' checkbox is still checked. In addition to the first time period (12:00:00 PM to 02:00:00 PM), the second time period is also activated, showing a start time of '05:00:00 PM' and an end time of '08:00:00 PM'. The third time period remains empty.

In the above example, this discount will be available for the period of **Midday to 2:00 PM**, as well as **5:00 PM to 8:00 PM** on Monday.

! Do not allow these time periods to overlap. For example, if the first time period ends at 2:00 PM, do not set the start time for a second period any earlier than 2:00 PM on the same day. This may cause an unsatisfactory outcome in *Aura Invoicing* for the overlapping time period.

Once all the desired time periods and days have been set up, click on the **Apply** button at the bottom of this window to save the changes.

4.13 Tables

In order to accurately track table orders for seated customers in your store, and to take advantage of the advanced waiter and table management features of the *Aura POS* system, you will need to assign the orders to tables. The **Table Selection** screen provides the features for adding the required tables. When accessed, you will see the window shown below:



§ **Sort** - These three options change the sort order of the tables list, as we will see further down.

[F2] Table Number


[F3] Status

[F4] Smoking

§ **Toolbar** - For more information, see the section on **Navigating Records** ¹³.

§ **Table List** - This will list the currently available tables in the system.

Adding New Tables

To insert a new table, click on the  button from the toolbar, this will display the following window:



§ **Number** - Enter the table ID number. If your store already has table numbers on the physical table, use these numbers here.

§ **Smoking** - Select whether the table being entered is in a smoking section or not. This defaults to **No** due to the fact that not all stores have a section available for smokers.

§ **Capacity** - Enter the seating arrangement available for the table. This option defaults to **4**, you may change it if need be.

Once all the required information has been entered, click on the **OK** button to save the table. Repeat this process for all tables required in store.

Sorting Table List

Once all the tables have been added, you can sort the list by the **Sort** options at the top of the screen.

The screenshot shows the 'Table Selection' window with the 'Sort' section at the top. The radio button for '[F2] Table Number' is selected. Below the table list, the 'OK' and 'Cancel' buttons are visible.

TableNum	Status	Smoking	Capacity
1	Open	False	4
10	Closed	True	4
11	Closed	True	4
12	Closed	True	4
13	Closed	True	4
14	Closed	True	4
15	Closed	True	4

Sorted by Table Number

The screenshot shows the 'Table Selection' window with the 'Sort' section at the top. The radio button for '[F3] Status' is selected. The table list is sorted by status, with 'Closed' tables first, followed by the 'Open' table.

TableNum	Status	Smoking	Capacity
10	Closed	True	4
11	Closed	True	4
12	Closed	True	4
13	Closed	True	4
14	Closed	True	4
15	Closed	True	4
1	Open	False	4

Sorted by Status

The screenshot shows the 'Table Selection' window with the 'Sort' section at the top. The radio button for '[F4] Smoking' is selected. The table list is sorted by smoking status, with 'False' tables first, followed by 'True' tables.

TableNum	Status	Smoking	Capacity
1	Open	False	4
2	Closed	False	4
3	Closed	False	4
4	Closed	False	4
5	Closed	True	4
6	Closed	True	4
7	Closed	True	4

Sorted by Smoking / Not Smoking

In this window, you may also use the **Fx** (F2, F3 and F4 function keys) keys on your keyboard as shortcuts to sort the list.

The **Status** column displays as 'Closed' when the table is not in use, and displays 'Open' when an order is currently active on that table. As you see for table 1 in the above tables.

Part

Monitoring



5 Monitoring

The **Monitoring** menu contains features relating to the store's active trading information. These features are designed to allow the managers and franchisee to see information regarding sales information, employee attendance, and employee performance statistics in real time from one location.

See a topic below for more information:

§ **Activities** ¹⁴⁴

§ **Daily Sales** ¹⁴⁵

§ **Staff**

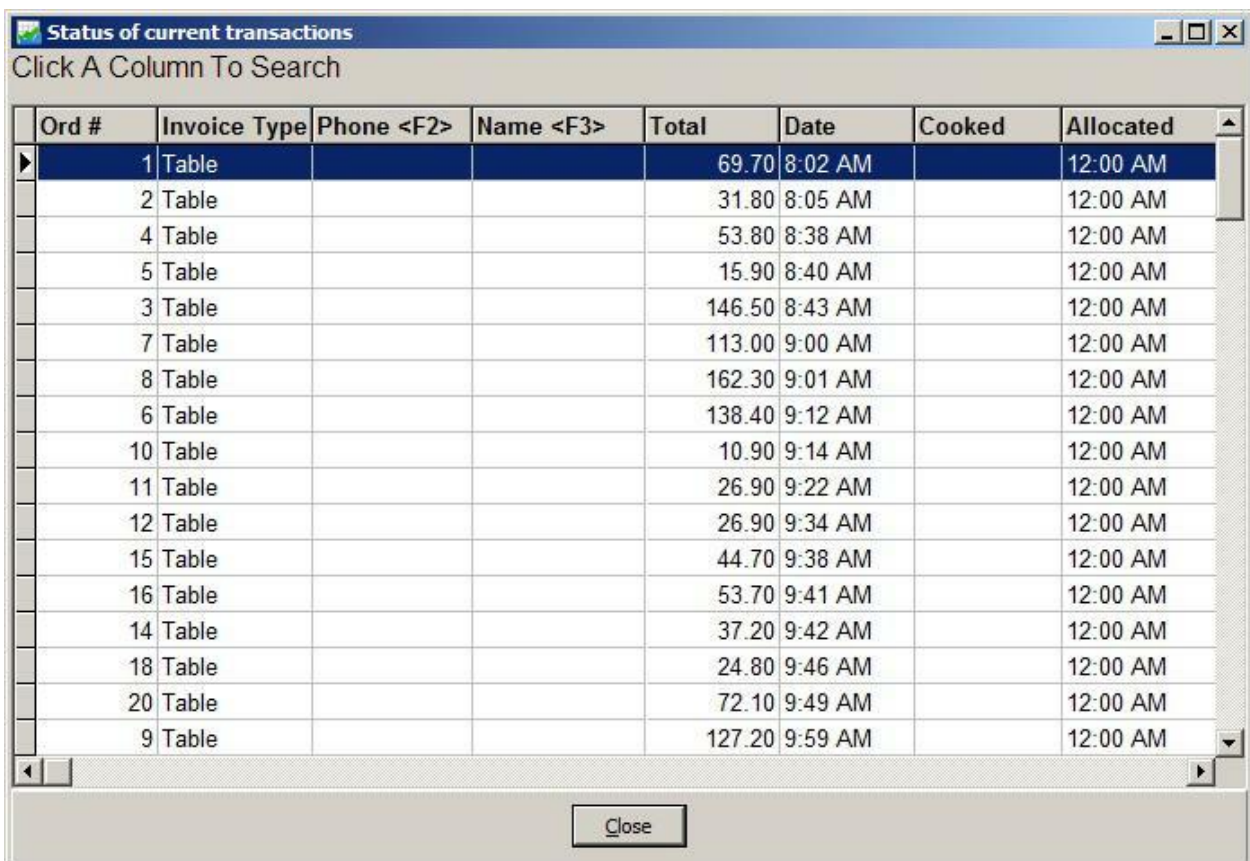
§ **- Attendance** ¹⁴⁵

§ **- Performance** ¹⁴⁶

§ **- Statistics** ¹⁴⁸

5.1 Activities

The **Activities** menu option displays a list of currently active orders. Depending on the types of orders, this list may contain table orders, delivery orders, or collect orders. Counter orders will not show here, as they are closed and paid for immediately. This first option, **Activities**, will display a window similar to the following:



The screenshot shows a window titled "Status of current transactions" with a subtitle "Click A Column To Search". It contains a table with the following data:

Ord #	Invoice Type	Phone <F2>	Name <F3>	Total	Date	Cooked	Allocated
1	Table			69.70	8:02 AM		12:00 AM
2	Table			31.80	8:05 AM		12:00 AM
4	Table			53.80	8:38 AM		12:00 AM
5	Table			15.90	8:40 AM		12:00 AM
3	Table			146.50	8:43 AM		12:00 AM
7	Table			113.00	9:00 AM		12:00 AM
8	Table			162.30	9:01 AM		12:00 AM
6	Table			138.40	9:12 AM		12:00 AM
10	Table			10.90	9:14 AM		12:00 AM
11	Table			26.90	9:22 AM		12:00 AM
12	Table			26.90	9:34 AM		12:00 AM
15	Table			44.70	9:38 AM		12:00 AM
16	Table			53.70	9:41 AM		12:00 AM
14	Table			37.20	9:42 AM		12:00 AM
18	Table			24.80	9:46 AM		12:00 AM
20	Table			72.10	9:49 AM		12:00 AM
9	Table			127.20	9:59 AM		12:00 AM

At the bottom of the window is a "Close" button.

To navigate through the list of orders, use the scroll bar on the right hand side of this window to scroll up or down. Or to see more information relating to each order, use the scroll bar along the bottom of this window to scroll left or right.

To aid in searching for a specific order, you may sort the data by any of the columns. For example, to sort the list by the **invoice amount**, click on the **'Total'** column header. Press the **Close** button to close this window.

5.2 Daily Sales

The **Daily Sales** menu option will display a summary of trading information, broken down into each transaction type, and with a total amount for the current day's trading. As seen below:

The 'Monitor Daily Sales' window displays a summary of trading information. It includes a 'Refresh' button at the top. Below it, there are two columns: 'Incl. Discounts' and 'Excl. Discounts'. The data is organized into a table with transaction types as rows and amounts as values.

	Incl. Discounts	Excl. Discounts
Counter	R 2,270.00	R 2,158.01
Collect	R 233.60	R 233.60
Delivery	R 782.10	R 782.10
Table	R 0.00	R 0.00
Total	R 3,285.70	R 3,173.71

At the bottom of the window are 'OK' and 'Cancel' buttons.

The information displayed here will depend heavily on the main transaction type processed by your store. This window displays a summary of all sales as of the moment it was opened. If the window has been open for a few minutes and you wish to see the latest information, click the **Refresh** button. Click on either **OK** or **Cancel** to close this window.

5.3 Staff

5.3.1 Attendance

The **Staff > Attendance** menu option will display a list of employees that have been active in the *Aura* system on the current trading day. As seen below:

The 'Employee attendance for Wed 01 Jul, 2009' window displays a table of employee attendance data.

Emp #	Category	First Name	Last Name	In	Out	Clocked
001	FRCH	Franchisee	System	2009/07/01 10:31:39 A		False
002	MGR	Manager	System	2009/07/01 08:35:20 A		False
003	CAS	Cashier	System	2009/07/01 08:56:20 A		False
004	DRV	Driver	System	2009/07/01 12:04:20 P		False
005	TRM	Trainee Manager	System	2009/07/01 08:36:20 A		False
006	KIT	Kitchen Staff	System	2009/07/01 08:51:20 A		False

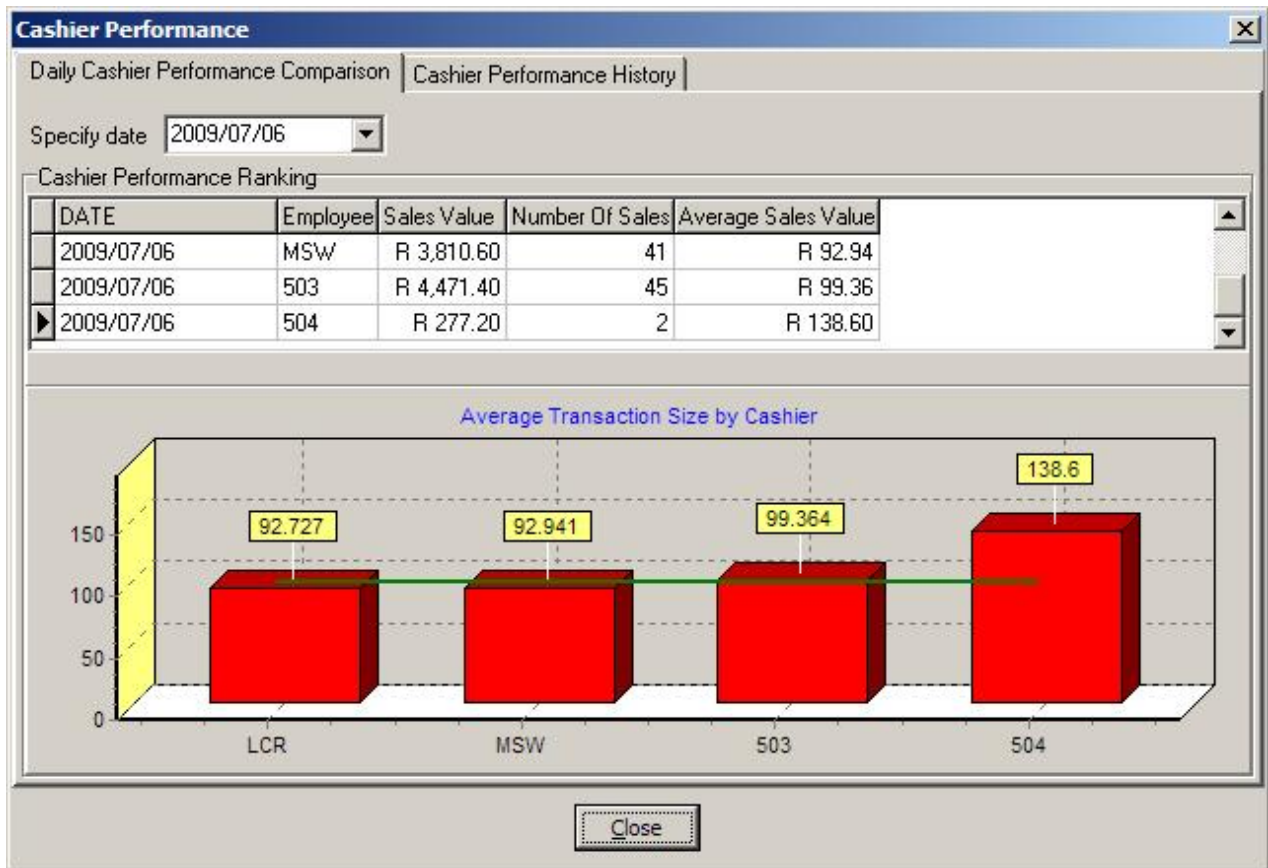
If the employee has clocked in and is still active, you will see a date and time under the **In** column. If they have already clocked out and ended their current day's shift, you will see a time under the **Out** column, as well as the value 'True' under the **Clocked Out** column.

Click on the **Close** button at the bottom of the window when you are done with this list.

5.3.2 Performance

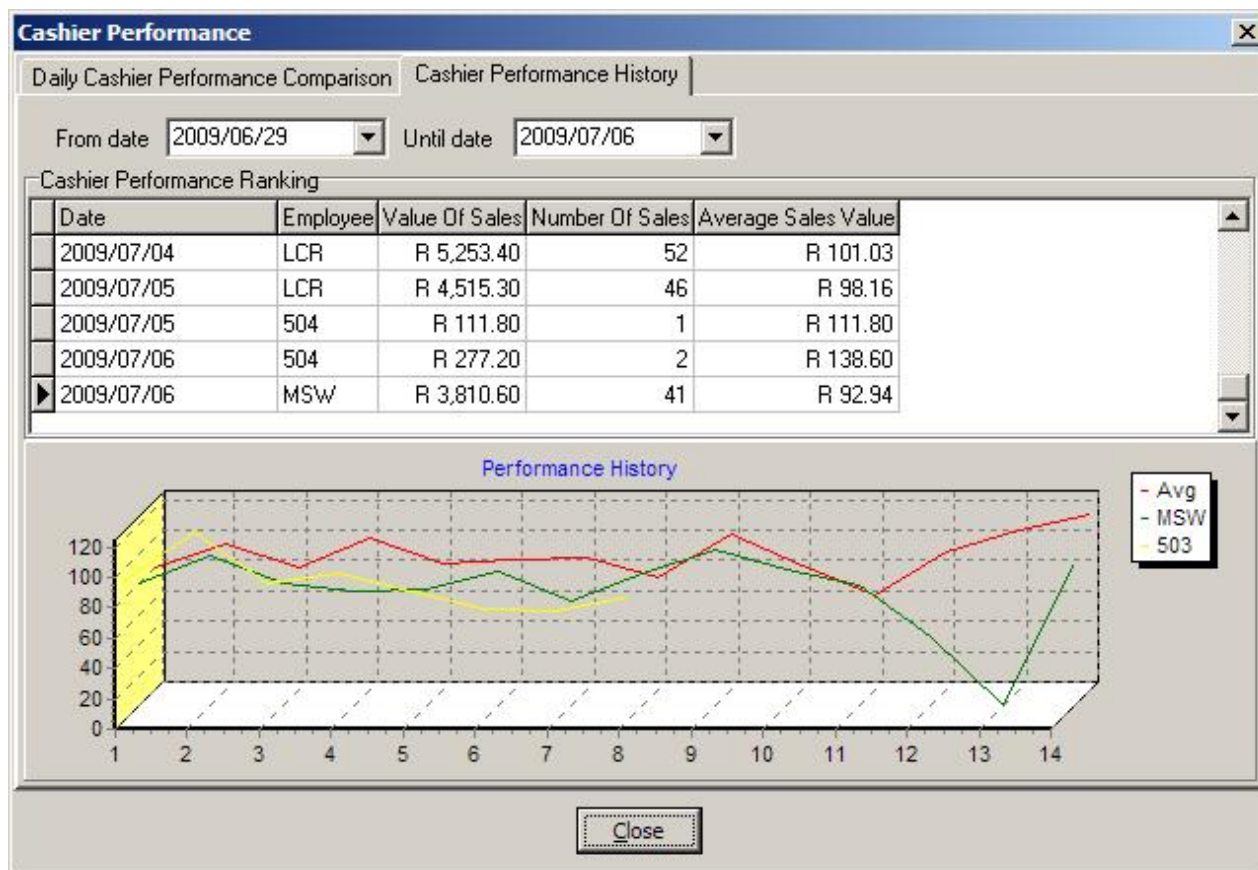
The **Staff > Performance** window displays the sales performance information of your waiters and cashiers. This will display the employees that are responsible for processing customers orders; if a waiter has permission to start a new table order, they will show here as well.

As the window is opened, you will see a screen similar to the following:



On the **Daily Cashier Performance Comparison** tab (as seen above), all employees matching the requirements will display in the list at the top, as well as in the bar graph below that.

On the bar graph, the numbers up the left hand side are **rand values**, whereas the numbers along the bottom of the graph are **employee numbers** to identify the employee.



On the **Cashier Performance History** tab, you have the option to check the cashier / waiter performance records for a selected date range. Set the range you wish to check by selecting the **From date** and **Until date** fields. Below that, a list of employees in that time period will be displayed, summarised on the line graph below that. To the right of this graph is the legend, showing which colour line applies to which employee.

5.3.3 Statistics

Selecting the **Staff > Statistics** menu option is used to keep active track of all staff meals rung up from *Invoicing*. As seen below:

Employee Statistics

Staff Discounts

Date from: 2009/01/01
Date until: 2009/06/30

Total
Discounts: R 120.90
Net sales: R 317.20

#	Firstname	Lastname	Disc	Disc%	Nett	Nett%
002	Gontse	Eland	R 35.42	29.30%	R 174.08	54.88%
031	Boitumelo	Mmamakoko	R 9.90	8.19%	R 85.20	26.86%
034	DENNIS	KEKANA	R 71.98	59.54%	R 25.52	8.05%
041	Micah	Nangambe	R 3.60	2.98%	R 32.40	10.21%

Close

To specify a date range to check, set the **Date from** and **Date until** fields on the left hand side. Below that, you will see the totals relating to the staff discounts only. While to the right of that, appears a list of all employees that had staff meals during the selected period.

Part

Preferences



VI

6 Preferences

The **Preferences** menu contains features relating to the maintenance of your *Aura* installation. If these are set up correctly, you will not need to access any of these options in a normal trading day.

See a topic below for more information:

- **System Settings** [\[150\]](#)
- **Access Permissions** [\[179\]](#)
- **Restricted Employee Categories** [\[191\]](#)

6.1 System Settings

The **System Settings** window contains all the settings relating to the running of your installation of *Aura*. Aside from physical hardware configuration such as printer type and location of printers, these settings also change the behaviour of the product.

! These settings are vital to the correct operation of your *Aura* system, do not change settings unless you are certain you understand the setting's meaning, or unless instructed to do so by an *Aura* Help Desk Support Technician.

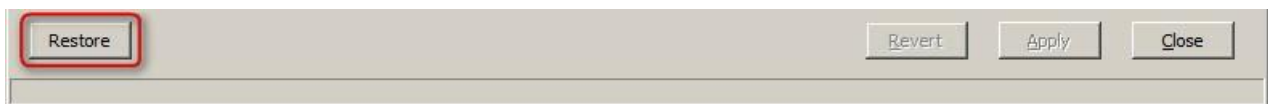
For more information, see the relative section below:

- **Specific Computer** [\[151\]](#)
- **All Computers** [\[162\]](#)
- **Printers** [\[178\]](#)

6.1.1 Restore Settings Feature

During an *Aura* program upgrade, there are many components of the program and the database that need to be adjusted in order for the new version to function correctly. As the database is active almost all the time, this leaves your system settings vulnerable during an upgrade.

It is for this very reason that all *Aura* application **must be closed** before attempting to upgrade. Even so, there is a small possibility that certain settings may be inadvertently changed or lost during the database upgrade; the **Restore System Settings** feature is designed to provide a solution for this in the unlikely case that there is a problem. The 'Restore' button can be found inside the **System Settings**, in the bottom left corner of the window. As seen highlighted here:



- #** There are a few points to keep in mind while using this feature:
- § Ensure that all *Aura* applications are **closed** before restoring settings.
 - § This does not undo the software upgrade, it simply restores settings and attempts to complete the upgrade properly.
 - § This button will restore ALL settings stored in the **System Settings**, including settings found under the 'Specific Computer' and 'All Computers' tabs.
 - § This feature will cause *BackOffice* to close and re-open automatically.

6.1.2 Specific Computer

All settings found under *Specific Computer* will affect only the current computer, regardless of other any other computer settings.

For more information, see the relative section below:

- **Invoicing Settings** ¹⁵²
 - **Printer Settings** ¹⁵⁴
 - **Printer Setup** ¹⁵⁶
 - **Touch Screen** ¹⁵⁹
 - **Devices** ¹⁶⁰
 - **Reports** ¹⁶¹
 - **Credit Card** ¹⁶¹
-

6.1.2.1 Invoicing Settings

Specific Computer		All Computers		Printers	
Selected Till				<input type="button" value="Copy Till Settings"/> <input type="button" value="This Till"/> <input type="button" value="Select Till"/>	
Computer Name: DT-HLT-ANDREG					
Till ID: 1					
Invoicing Settings		Printer Settings		Printer Setup	
Touch Screen		Devices		Reports	
Credit Card					
General					
Form Look	Touchscreen	<input type="checkbox"/> Persist User <input type="checkbox"/> Convert delivery to counter if address fails <input type="checkbox"/> Prompt for Name for Counter Orders <input type="checkbox"/> Warn if duplicate customer exists <input type="checkbox"/> Prompt For Transaction Type <input type="checkbox"/> Use Table Numbers			
Opening Form	Main				
Default Transaction Type	Counter				
Float	0				
Payment Screen Delay	5	1.0 Grid Size Modifier			
Confirmation Amounts					
New Customers	0	Other Customers		0	

General:

Form Look (Normal / Touch Screen) - In a new invoice: Normal will require cashiers to ring up menu items with typing in the code, Touch Screen will show the menu as buttons.

Opening Form (Main / GUI) - Main will open *Invoicing* into the normal screen, with the two tool bars along the top, and the invoices listed below. GUI will open by default to the Table Floor Plan, click here for more information on setting up the floor plan.

Default Transaction Type (Counter / Collect / Table / Delivery) - From the drop down list, select the transaction type that your cashier's will use most often as the default. This can still be changed from inside the order if need be.

Float - This float amount will be automatically inserted into this till shift. This figure can still be adjusted in the cashup screen.

Payment Screen Delay - Select the number of seconds that the customer payment screen shows for before closing.

! This controls the close down timer after entering the cash amount from the customer, and also displays the change. 5 seconds is a generally accepted figure for this.

If your till drawer is opened automatically by *Invoicing*, do not set this to 0 seconds. It has been known to cause problems with not allowing the command to open the till drawer enough time to get through, preventing the till drawer from opening automatically.

Persist User - When selected, this will force *Invoicing* to take the first password entered, and for that invoicing program session and will automatically insert that same password at every password prompt. *Invoicing* will continue to assume that the first employee is working at this computer until either *Invoicing* is closed, or until Secure Till is clicked.

Convert Delivery to Collect if Address Fails - If an order is rung up as a delivery, but the customer's address does not have the required information for a delivery, *Invoicing* will show a warning about the address and then convert the delivery to a collect. If this option is not selected, then *Invoicing* will simply show the warning about the address being invalid and prevent the order from being processed until transaction type is changed or the address issue is resolved.

Prompt for Name on Counter Orders - By selecting this option, *Invoicing* will prompt for the customer details on counter orders as it does for collect and delivery orders.

Warn If Duplicate Customer Exists - When trying to add a customer from this computer, *Invoicing* will automatically search and see if there are any other customers with the same name, surname or phone number.

Prompt for Transaction Type - By selecting this option, *Invoicing* will display a prompt to select the type of transaction to process. Take note of the default transaction type (found to the left of this setting), as the currently selected default transaction type will be highlighted in the transaction type prompt.

Use Table Numbers - *This is an old setting; if a table order is rung up, it automatically uses table numbers.*

Grid Size Modifier - Adjusting this setting modifies the size of the list of invoices, as well as the line items inside invoices. The modifier counts up in 0.5 segments; next step up from 1 will be 1.5 times the thickness of a standard line, etc.

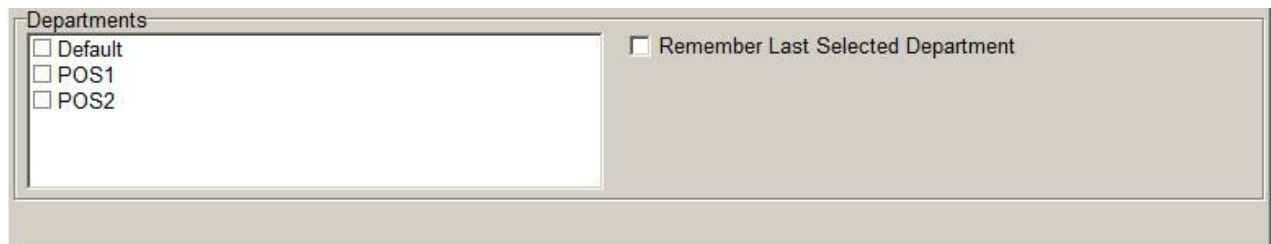
Confirmation Amounts

New Customers and Other Customers

- These two amounts are monetary values for the order values of respective customers. If a **New Customer's** order or a **Other Customer's** (regular) order is below the specified amount, a prompt will be displayed asking for the cashier to confirm the order amount.

Specifying Department Displays

If **Menu Item Departments** have been set up; when accessing this settings tab, the previously blank section at the bottom of the tab will now display a **Departments** section; as seen below:



Departments

Selection Block - On the left of this block is the list of currently available departments. Tick the desired department (s) to display by default on this till.

You can see which till these settings will affect easily by checking the **Computer Name** and **Till ID** fields at the very top of this same window.

Remember Last Selected Department - Once at least one department has been selected for this till, processing a new invoice will first prompt for which department to display. If a sales till has been set to display more than one department, you are able to switch between two departments inside the order.

Option Ticked - *Invoicing* will open the last accessed department automatically on starting a new order.

Option Un-Ticked - *Invoicing* will prompt for the desired department at the start of every new order.

If a till is set to display only one department, it is recommended to tick **Remember Last Selected Department** as it will prevent having to press an extra button to see the menu items, therefore streamlining the order process.

If a till is set to display more than one department however, it is better to leave this option un-ticked; this way, the desired department can be selected at the start of a new order allowing for faster access to preset groups of items.

For more information on setting up **Departments**, see the sections on **Menu Item Departments** ⁸⁴ or **Assigning Items to Departments** ⁹⁸.

6.1.2.2 Printer Settings

General:

Only Print New Items (Relies on **Enable Editing of Invoices**¹⁶⁶) - With this ticked, after an invoice has been modified, only the new items will print out again. This can be used to avoid the kitchen staff making a double order if a cup of coffee is added to a table order and printed out again.

The setting for **Only Print New Items** will only affect invoices that have been modified and then re-printed.

Group Items On Invoice - Will group items indented below their parent items on table orders. For instance, a breakfast with a choice of eggs and sausages etc, will have the options printed below the parent item and indented for clarification.

Prompt To Print On Payment - If your computer is set to reprint an invoice for a delivery / collect / table order on paying; Then by ticking this option, a prompt will be displayed for printing the customer's slip again as opposed to it printing automatically.

Print Assigned Invoices On Payment - By ticking this option, once a delivery / collect / table order is paid into till, a duplicate slip will be printed to the invoice printer. If you de-select this option, nothing further will be printed upon paying the order.

! The option for **Prompt To Print On Payment** is dependant on the option for **Print Assigned Invoices On Payment**; for the prompt to be displayed, both these options must be ticked.

Print On Assigning Driver - With this option selected, the invoice slip will print out again with the new details when a driver is assigned.

This option will only have an effect on a computer with an invoice printer set up.

Allow Reprint - With this option selected, *Aura Invoicing* will allow you to re-print any order's customer and production slip from the current day's trading.
Keep in mind that **** Duplicate Copy **** will be printed on any order that is re-printed in this way; this is for security reasons.

Print Waiter Details on Slip - Prints the name and employee number of a waiter assigned to a table, on the customer order for that table.

Print Gratuity Line - Leaves a space on the customer's slip for the customer to add a tip.

Print Customer Survey - Prints customer survey image at the end of certain order types.

Paper Type - This option only affects the older wide-profile A4 dot-matrix printers, and will have no effect on the newer narrow thermal and dot-matrix printers.
Contact the *Aura Help Desk* for more information.

Copies - *This is a dead setting; printer copies are handled for each printer individually under Printer Setup.*

Print Office Code - This code is printed out on each and every invoice by default. It contains system information about the order in the following structure: "<order number>/<cashier first name>/<total order amount>". De-selecting this option will stop this code from being printed on invoices from this computer.

Print Invoice Logos - This option affects the invoice slip header that is printed out on each invoice; if this option is de-selected, the invoice slips printed from this specific computer will not print the header image.

Other Printers

Report - Select your A4 reports printer from a drop-down list.
This option is only required on the server computer for *Aura BackOffice*.

Label - Select your label printer from a drop-down list.
This option is only needed in the computer that has the label printer installed on it; such as the kitchen computer.

Label Margin - Set the margin size of the labels that are being printed; this margin is the distance from the edge of the sheet up to the edge of the label itself.

Side-by-side - If the roll of labels being used have all labels in one column, leave this option de-selected. If there are two columns of labels on the sheet, select this option.
This option ensures the labels are printed in the correct order.

6.1.2.3 Printer Setup

The **Printer Setup** tab is used to specify the settings for your invoice, kitchen, and credit card printers.

Before selecting the devices (port or drivers), you will need to set up the printer's category and type inside the Printers tab.

For more information on adding printers to the 'Available Aura Printers', see the section on the **Printers Tab** ¹⁷⁸.

In order to activate a printer, select the printer on the right under **Available Aura Printers**, and press the arrow pointing to the left to move the printer to it's relative category. Using the following button panel:



<< - Moves all printers left into their respective categories.

< - Moves the selected printer into it's selected category.

> - Moves the selected printer to the right out of it's category, effectively disabling the printer.

>> - Moves ALL printers out of their respective categories, effectively disabling ALL printers.

Once the printer is under the correct tab on the left, click on the down arrow for **Device**, and select your printer from the drop down list.

Direct to Port - *(Recommended for Production Printers)*

This option forces *Aura* to bypass the printer drivers, and print directly to the port that has the printer attached to it.

6.1.2.3.1 Invoice Printers

This tab allows you to specify the settings for your customer invoice slip printer. Simply select your invoice printer from the drop down list in **Device**.

6.1.2.3.2 Production Printers

This tab allows you to set up your production printer. **Direct to Port** is recommended because of its speed difference as compared to using the Windows drivers, but requires a different method of specifying the device. Although, you can also select a printer from the drop down list in **Device** and leave **Direct to Port** unselected.

Above you will see two example: the left is an example of specifying a printer port on the local computer, the right is specifying a printer on a remote computer.

With a remote printer, the context for the **Device** is as follows:

\\<full computer name>\<printer share name>

6.1.2.3.3 Credit Card Printers

Invoice Printers Production Printers Creditcard Printers

Credit Card

Device Credit Card

☐ Direct To Port Copies 1

Report None

☐ Print line value on kitchen slip

☐ Print totals on kitchen slip

This specifies the device you wish to use for your credit card printer, this will print the credit card slip to this printer depending on your system configuration.

! This printer is only used effectively if you have a credit card system called **NOMAD** installed and configured.

For more information, see the section on the **NOMAD Settings** [161](#).

If you use any other credit card system, it will need to be separately from the *Aura* system.

6.1.2.4 Touch Screen

Transaction Screen

Category Buttons Panel

Rows and **Cols** - Select the number of rows and columns for the category buttons.

Menu/Sizes Buttons Panel

Rows and **Cols** - Select the number of rows columns for the menu item buttons.

Button Images

Display - This will select the method to display the scrolling buttons inside a new order.

Button Font Size

Small / Medium / Large - Allows to select between 3 preset font sizes for the text labels on the category and menu item buttons.

Other

Keep List Open

If selected: After ringing up a menu item, *Invoicing* will keep that category open for the cashier to select another item in the same category.

Overlap Buttons

If selected: In a new invoice, the menu category buttons will fill the lower left corner of the screen, until a category is selected. Then the list will be replaced with the list of menu items.

Use Order Navigator - This is a new feature of *Aura*, ticking this option will only affect *Aura Invoicing*.

See the *Invoicing* manual for more detailed information.

Logo

Filename - Click the [...] button to the right of this line to select an image to use for the touch screen background.

Display - Select this option to turn on the background image. De-select this option to turn the background image off.

Stretch - Selecting this option will cause *Invoicing* to stretch the image to fit the available size. This is not advisable for smaller images as they will be unclear and badly distorted if they are stretched too far.

Preview - This block gives you a preview of the background image selected.

6.1.2.5 Devices

Till Drawer Device - If there is one connected, this would be set to the device that your till cash drawer is connected to (ie: COM1, or LPT2, or select your printer if that is where it is connected).

Monitor (Primary / Secondary / Tertiary) - Select the main display output for the *Aura* system. Unless you have multiple displays, leave this on **Primary**.

Pole Display Device and **Pole Display Make** - Select the make, model and connection for your pole display.

Use Fingerprint for Invoicing or BackOffice - If you have a fingerprint scanner installed in this computer, you can select this option to bring up a fingerprint scanner prompt instead of the password prompt.

! Do not select the **Use Fingerprints for BackOffice** until you have verified that a **manager** or **franchisee** has a working fingerprint scanned into *Aura BackOffice*. Setting this option without a valid fingerprint will lock you out of *BackOffice*.

If this does happen, please contact our *Aura Help Desk* for assistance with temporarily bypassing the fingerprint scanner prompt.

For more information, see our **Contact Details** ²⁰²¹.

Auto-Prompt for Barcode Scanner - Selecting this option automatically brings up the prompt for the bar code scanner when a new invoice is started.

Kitchen Item Font - Use this option to specify the text display colour of invoices rung up on this computer for *Aura Kitchen Items*.

Kitchen Item Background - Use this option to specify the background display colour of invoices rung up on this computer for *Aura Kitchen Items*.

The above two settings will only make a difference to the invoices as displayed in *Aura Kitchen Items*. If you do not use this application, you will not need to change these settings.

Imaging IP Address - Select the network address of the 'Images' folder in relation to the *Aura* application. '127.0.0.1' is called a loop-back address, telling Windows to look at the computer where the program is run from. With a standard *Aura* installation, the *Invoicing* application is always installed on the server computer.

Log System Times - *This is an old setting.*

Phone Extension (Optional) - If you have an advanced phone switchboard with multiple lines and extensions, including a phone at each till, you can enter the extension number here.

CLI Ringing Timeout (Caller Line Identification) - This will be the time in minutes before an incoming call expires.

6.1.2.6 Reports

Report Settings

Use Slip Printer Reports - By selecting this option, you may print certain reports to a narrow slip printer, similar to your invoice or production printers.

! Take note that not all reports will run correctly with this format, it is highly recommended that the reports are always printed to a full size A4 printer such as an HP, Canon or Lexmark printer.

6.1.2.7 Credit Card

Prompt for Gratuity Amount - This option enables a prompt for the cashier to capture the waiter's tip through a credit card transaction.

Timeout for Credit Card Dialogs (0 - Disabled) - When processing a credit card payment, the dialogs can have a timeout count down. Default is **20 seconds** on inactivity before the dialog closes, but this can be adjusted as you see fit.

Use NOMAD - Selecting this option will enable *Invoicing* to integrate the NOMAD credit card system, and enable the two options below. Disabling this option will use the manual credit card capture interface.

Nomad DLL Path - The path to the Nomad DLL (Dynamic Link Libraries) must be entered here. For the sake of simplicity, these should be kept in your *Aura* program folder.

Subtenant - Where combination stores are involved, especially when sharing a server computer, it is very possible that all brands in the store will make use of the credit card system as well. Setting a 'Subtenant' specifies a category for the credit card sales. These subtenants are sent to your bank's credit card system to help differentiate which sales comes from which brand in your store. In a standard store layout, you may leave this field blank.

6.1.3 All Computers

All settings found under *All Computers* will affect all till computers connected to this network.

For more information, see the relative section below:

- **Store Settings** [163](#)
 - **Head Office Settings** [164](#)
 - **Program Settings** [165](#)
 - **Network Settings** [177](#)
-

6.1.3.1 Store Settings

Specific Computer | All Computers | Printers

Store Settings | Head Office Settings | Program Settings | Network Settings

Company Settings

Business Name: Branch: Store Square Feet:

Vat Reg #: Vat Rate: ☒ Vat Rate Not Zero

Telephone #: ☐ Disable 'Pay' on Delivery Invoices

Trade Until: Food Preparation Period:

Delivery Time: Maximum Delivery Time:

Oven Cook Time: Min Order Amount For Delivery:

Default Dialing Code: ☐ Show Vat Excl on Invoice

Purchase Orders

Address line 1: City:

Address line 2: Area Code:

Contact:

Company Settings

Business Name - Enter your company or franchise name here.

Vat Reg # - Enter your VAT registration number here, this is for legality purposes.

Telephone # - Enter the store contact number here.

Trade Until - Select a time in the morning before you begin trading.

! The **Trade Until** feature separates one day's trading from the next, and this marks the time during the day that the current day's trading is allowed to **start**. Anything done before that time will be displayed on the previous day's trading information.

For example, with the **Trade Until** set to **05:00**, if a till shift is started before 5am, it will have the current date and time but will show under the previous day's cashup date. If the till shift is started after 5am, it will be on the current trading day.

5am is a recommended time as it gives ample time for stores that sometimes trade past midnight, and leaves enough of a time margin for opening in the morning.

For more information, see our **Contact Details** ²⁰².

Delivery Time - Enter a default travel time for delivery orders. If a delivery area has a travel time set up, *Invoicing* will use that time, if not it will revert to the default time set here.

Default Dialing Code (Optional) - Enter the dialing code for your store's area here.

Branch - Enter the unique identifying branch name here. This is generally accepted as the area or shopping centre that your store is in.

Vat Rate - Enter the value added tax rate here.

! As the *Aura POS* system is available world wide, the **VAT Rate** option can be changed to fit the requirements of your country. Please ensure that this percentage is set correctly, if it is not you may be at risk of being found guilty of tax evasion or fraud.

In South Africa, the vat rate is 14%.

Vat Rate Not Zero - By selecting this option, *Aura* will prevent the aforementioned **Vat Rate** from being accidentally set to a zero percentage.

Disable 'Pay' on Delivery Invoices - Outstanding orders (delivery, collect and tables) can normally be paid into the till by the operator of a till shift. Selecting this option will prevent delivery orders from being paid into the till before the driver assigned to the order has been cashed up.

Selecting this option may help avoid confusion with driver cashups at night by paying all the driver's deliveries into a single till shift.

For example, if a driver has 3 deliveries assigned to him, the first two are paid into till shift A, and then he is posted into till shift B: his amount owed will need to be split accordingly between the two till shifts. By preventing cashiers from manually paying a delivery order, you can prevent this scenario.

For more information, see the section on the **Employee Cashup** ⁴⁰.

Food Preparation Period - Enter the maximum time that it takes for an average item to be prepared by the kitchen staff.

Maximum Delivery Time - Enter that maximum time that a driver may take on a delivery.

Oven Cook Time - Enter the time required for cooking a menu item.

Show Vat Excl on Invoice (optional) - Selecting the option displays the 'Vat Excl' line on an invoice as well as the vat and total amounts.

Store Square Feet (Optional) - You may enter the store's size here if you wish.

Min Order Amount for Delivery - If you have a minimum amount required for a customer to qualify for a delivery order, enter that amount here. *Invoicing* will not allow any order below this amount to be set as a delivery order.

Purchase Orders

Address lines 1 and 2 - These two lines are available to enter your store's shop and street address lines.

Contact - Enter a contact number for the person responsible for receiving the orders.

City - Enter the city name here.

Area Code - Enter the area code here.

6.1.3.2 Head Office Settings

Report Group - Select the menu items report group you would like to set or view the advertising and royalty percentages for.

! The report groups are set up for each menu item individually, used specifically in a combo-store with two or more franchises running on one system. In that scenario, it is highly likely that each store chain would have different advertising and royalty percentages.

For more information, see the section on setting up **Report Groups** ⁹⁴.

Advertising % - Enter the percentage of your gross profit that head office receive to cover their advertising costs.

Royalty % - Enter the percentage of your gross profit that head office require as a royalty.

6.1.3.3 Program Settings

The **Program Settings** tab contains various settings relating to the running of your store. These range from display modes to options available in *Invoicing*.

For more information, see the relative section below:

- **General** ¹⁶⁶
 - **Invoicing** ¹⁶⁸
 - **Reports** ¹⁶⁹
 - **Cashup** ¹⁷¹
 - **Imaging** ¹⁷²
 - **Stock** ¹⁷³
 - **Search** ¹⁷⁴
 - **Backup** ¹⁷⁵
 - **PoleDisplay** ¹⁷⁶
 - **Picklists** ¹⁷⁶
 - **Updates** ¹⁷⁶
 - **Email** ¹⁷⁷
-

6.1.3.3.1 General

Note for all invoices - This message will print out at the top of the customer slip, just below your business name / logo.

Deliv Driver Message - This message will print on the customer slip for delivery orders only. Note the variables on the right hand side: *Invoicing* will automatically replace **%1** with the name of the driver assigned to the delivery, and will replace **%2** with the number of deliveries that particular driver has done so far.

Both variables are optional, there is no need to enter either or both. For example, you could simply have "Driver %1 had the pleasure of delivering your order".

Min. Value for Alt Image -

Round to: - Price rounding is the most widely accepted method for simplifying the exchange of cash and change for a customer. The rounding steps are set here as a *unit value*; meaning one of your country's standard currency. In South Africa, this would be the **Rand**. To set **10c**, set this value to **0.10**.

Customer Notes - Was previously used to enable or disable printing of customer notes, customer notes are enabled by default now and cannot be changed.

Auto Restart Transaction - Select this option to start a new transaction as soon as one is completed. This would work well for a waiter-only computer; where the waiters have access to ring up their table orders, but the rest would be left up to the cashiers.

Use Alternate Slip Header - If there are two till slip header images set up on the server computer, selecting this will make *Invoicing* use the secondary header instead of the normal header.

Enable Separate Invoicing Password (*Used mainly for managers*) - Allows an employee to have two separate passwords, one for general use, and a second for *Invoicing* only.

For more information on setting this password, see the section on **Adding New Employees** ⁷³.


Save Credit Card Info - When selected, processing a credit card payment will show a credit card information screen to enter information such as credit card holder name, CRC numbers, expiry date etc. Not necessary to have this option selected.

Prompt for Cashier password for Over-Rings - Selecting this option will prevent anybody except the cashier assigned to an invoice from over-ringing the order. Preventing one person over-ringing other cashier's transactions.

Cannot print collect order on pay - Selecting this option will stop *Invoicing* from printing the customer's slip again when a customer comes to collect their previously placed order.

Only primary operator can open the till - In a situation where a till shift has multiple operators, selecting this will only allow the primary operator to open the cash drawer.

Enable Editing of Invoices - Selecting this option will allow employees to edit a table order for the purpose of adding more items to the bill if the customer orders any further.

 The option "Enable Editing of Invoices" may possibly not be shown on your settings; depending on how your store was set up when it was installed. This is a hidden setting which can only be activated by one of our software support technicians in the *Aura Help Desk*.

Force Password Change Every <x> Day(s) - Forces all employees passwords to expire after the set number of days, asking them at that point to enter their current password, and select a new password in order to continue. This affects ALL employees, regardless of category or activity in the software.

Franchise Print Device - Specify the reports printer for *Aura Back Office*.

Print Extended Kitchen Slip - Changes the layout settings of all production slips to show the information in a different format. The manager will need to decide whether or not to have this option selected.

6.1.3.3.2 Invoicing

Specific Computer | All Computers | Printers

Store Settings | Head Office Settings | Program Settings | Network Settings

General | Invoicing | Reports | Cashup | Imaging | Stock | Search | Backup | PoleDisplay | Picklists | Updates | Email

Tables

☐ Prompt for Head Count

☐ Prevent a waiter clocking out if they have open tables

Transaction Screen

☐ Alphapos Classic Keyboard Mode

☐ Auto-Prompt To Add New Till Operators

Payment Tender Amounts

Tender 1	<input type="text" value="10"/>	Colour	Custom	Tender 3	<input type="text" value="50"/>	Colour	Custom
Tender 2	<input type="text" value="20"/>	Colour	Custom	Tender 4	<input type="text" value="100"/>	Colour	Custom

Tables

Prompt for Head Count - When starting a new table order, *Invoicing* will automatically display a prompt asking for a table head count.

Prevent a waiter clocking out if they have open tables - Selecting this option will not allow a waiter to clock out of the system if they have any tables that are not closed or paid into a till shift.

Transaction Screen

Alphapos Classic Keyboard Mode - This option will enable or disable the classic keyboard shortcuts in both touch screen and normal (keyboard) mode. It is recommended to keep this option selected all the time.

Auto-Prompt to Add New Till Operators - Selecting this option works in conjunction with a new feature of *Aura Invoicing*. If this option is selected and a non-operator on a till shift attempts to put through a counter order, *Invoicing* will ask if a second operator should be added. By clicking **yes** to that prompt, it follows the same procedure as adding an operator manually.

Payment Tender Amounts

Tender 1 to 4 - These four options create buttons on the **Customer Payment Screen** found inside *Invoicing*. For more information on the application of these buttons, please see the *Invoicing Manual*.

6.1.3.3.3 Reports

General Report Settings

Use Trading Day for Royalty Report - Selecting this option will cause the Royalty Report to separate the trading day by the **Trade Until** time instead of the computer date.

Use Stocktake Times in Stock Variance/GP Reports - Selecting this option allows you to specify the times when entering a stock take. This allows the *Aura* system to calculate the stock variances and stock on hand calculations more accurately.

Calculate GP an Inverse of FC - On the Gross Profit report: Food Cost calculations are taken from the sales information stored in the database compared to the menu item costing calculations. The Gross Profit is taken from the margins displayed for each menu item. These are described in more detail on the Gross Profit report page.

/ Selecting this option will force *BackOffice* to calculate the **GP** figure as the balance of the **FC** figure. For example, if the **FC** is 40%, the **GP** will show as 60%, regardless of the menu items margins.

For more information, see the sections on **Gross Profit Report** and **Menu Item Costing/Profit Margin** ⁸⁶.

Show Vat Excl amounts in Sales Reports - Selecting this option will include a 'VAT excluded' figure in the sales reports as well.

For more information, see the section on the **Sales Reports**.

Exclude Delivery Charges from Royalty Report - The delivery charge is legally considered a form of income to the store, and therefore will be included in the royalty report. If for some reason you do not wish to include this figure in the royalty, select this option.

For more information, see the section on **Royalty Report**.

Automatically Calculate Manufactured Stock - This setting is linked to the **Auto Manufacture** feature found in the **Stock Items**, the reports will only display the automatically manufactured items correctly if this option is ticked.

For more information, see the section on **Auto Manufacture Stock Items** ¹¹¹.

Stock Cost Calculation

Use Fixed Stock Cost - Selecting this option will use only the last known purchase price of the stock items for all stock costing calculations. Disregarding stock price fluctuations.

/ The only stock costing report not affected by this setting is the Stock Price Fluctuations report.
For more information, see the section on **Stock Price Fluctuation Report**.

Use FIFO for Stock Costing - FIFO stands for 'First In, First Out'. This cost calculation method takes the cost price fluctuations of stock items into consideration.

/ The following example will simply show how the stock cost calculation works. Any information relating to the different reports, will be described on the specific report page in this manual.

- 10 apples are purchased at R0.50 each
- 5 apples are sold, leaving 5 in stock
- Stock take entered, giving stock on hand value of R2.50 for the 5 remaining apples
- 10 more apples are purchased at R0.75 each
- If another stock take is done now, there will be 5 apples at R0.50 (SOH R2.50) each and 10 at R0.75 (SOH R7.50) each. Giving a total value of R10.

Using '**Fixed Stock Cost**' will take the 15 apples on hand and multiply by the last known purchase price, making the calculations much faster.

Using '**FIFO**' will take each apple at the specified price for each day in the reports, making it more accurate.

6.1.3.3.4 Cashup

The screenshot shows the 'Cashup' settings window. It has a hierarchical tab structure. The 'Cashup' tab is active, displaying the following settings:

- General Cashup Settings:**
 - ☐ Modify Old Cashups
 - ☐ Driver Gets Delivery Charge
 - ☐ Blind Cashup
- Till Settings:**
 - ☐ Tills Cashed Up Separately
 - ☐ Disable Employee Wages
 - ☐ Disable Petty Cash
- Till cannot be LOCKED if:**
 - ☐ Invoices are outstanding
 - ☐ Any till shifts are open
 - ☐ Drivers are not cashed up
- Shop:**
 - ☐ One Shop cashup per day
 - ☐ Cannot open tills if previous days Shop cashup is unposted

General Cashup Settings

- **Modify Old Cashups** - Affects the cashup screen, it is best to leave this option selected.
- **Driver Gets Delivery Charge** - If your store does deliver orders to customers, and your store charges a delivery charge, that charge will be added to the driver's wages for each order.
- **Blind Cashup** - Prevents the cashup screen from showing the NET Sales, Gross Sales, Credit Cards, GRVs paid from till, or whether the till is over / under. Essentially, the cashier doing the cashup on their own till will enter their cash on hand, their credit cards, and any petty cash payments. The manager will only be able to see if the till cashup balanced once the till is posted and locked.

Till Settings

- **Tills Cashed Up Separately** - This option is no longer applicable, as all tills are cashed up separately by default now.
- **Disable Employee Wages** - If your employees are paid either an hourly wage, commission, or delivery charges, selecting this option will disable all those wages. This setting affects ALL employees regardless of their employee category.
- **Disable Petty Cash** - Disallows cashiers from entering any payments in the Petty Cash section of their till shift cashup.

Tills cannot be LOCKED if:

- **Invoices are outstanding** - Check for any orders that have not been paid.
- **Any till shifts are open** - Checks to see if any till shifts are not ended and posted.
- **Drivers are not cashed up** - Checks for any drivers that have not yet been cashed up (posted into an active till shift).

Shop

- **One Shop Cashup Per Day** - Selecting this option will prevent any till shifts being activated on a date that the shop cashup has already been posted.
- **Cannot open tills if previous days shop cashup is un-posted** - When selected, the previous day's shop cashup must be posted before trading can commence for a new day.

6.1.3.3.5 Imaging

! These settings will only have an effect if you have each computer set up with the necessary hardware and software for the *Aura Imaging* application to function correctly. This hardware setup requires two computer monitors on each till computer, one facing the cashier and a secondary monitor facing the customer. If you do not have this, you will not need to adjust these settings.

General

Display Monitor (Primary / Secondary / Tertiary) - Select the monitor that is used for the customer imaging display.

Display Item Details - Tick this option to display extra details about the menu item being displayed on the customer imaging display.

Text Colour and **Background Colour** - Select the text colour and background colour for the customer imaging display.

Rotate Image Delay - Select the number of seconds each image is displayed for in the customer imaging display screen saver mode.

Display Price While Scrolling - Tick this option to display the menu item price in the customer imaging display screen saver mode.

Invoice Display

Invoice Item Message - Enter a header line for the menu item display on the customer imaging display.

Invoice Total Message - Enter a header line for the invoice display on the customer imaging display.

Browse Image Delay - Select the number of seconds that each menu item image is displayed for while processing an order.

6.1.3.3.6 Stock

The screenshot shows the 'Program Settings' window with the 'Stock' tab selected. Under the 'AutoFill' section, there are two checkboxes, both of which are currently unchecked:

- ☐ Auto fill manufactured stock grid
- ☐ Auto fill stock purchases grid

The following two options are designed to speed up and simplify both the stock manufacture and stock purchase processes in the *Aura* software. By selecting either of these options, the affected section will have all items previously manufactured or purchased into the current date with a **0** amount set as the yield or purchase (depending on the section affected). After doing so, all that is required to complete the process, is to insert the correct amounts in the desired stock item or items.

AutoFill

Auto Fill Manufactured Stock Grid - Selecting this option will affect the **Manufacture Stock** screen in the aforementioned way.

Auto Fill Stock Purchases Grid - Selecting this option will affect the **Stock Purchases** screen in the aforementioned way.

For more information, see the sections on **Manufacture Stock** ³¹ and **Stock Purchases** ²⁵.

6.1.3.3.7 Search

Customer Search - Using these options, you can select which customer detail fields can be searched in the Customer Lookup window from *Invoicing*.


Email - This allows searching by the customer's set email address. This is not a very common detail, but may be used in the case of online orders.


Cellphone - Allows searching the customer by the number set in the 'Cellphone' field. **Recommended option.**

First Name - Allows searching by customer first name. **Recommended option.**

Last Name - Allows searching by customer surname. **Recommended option.**

CRM (Customer Related Marketing) - Selecting this option allows the *Customer Search* screen to search information inside the **CRM** tab in the *Customer Details* screen.

For more information, see the section on **Customers** .

 De-selecting an option will not prevent *Invoicing* from displaying or accessing that particular field, it will affect **only** the search window.


6.1.3.3.8 Backup

Backup Path 1 and 2 - These two lines display the currently set database backup paths.

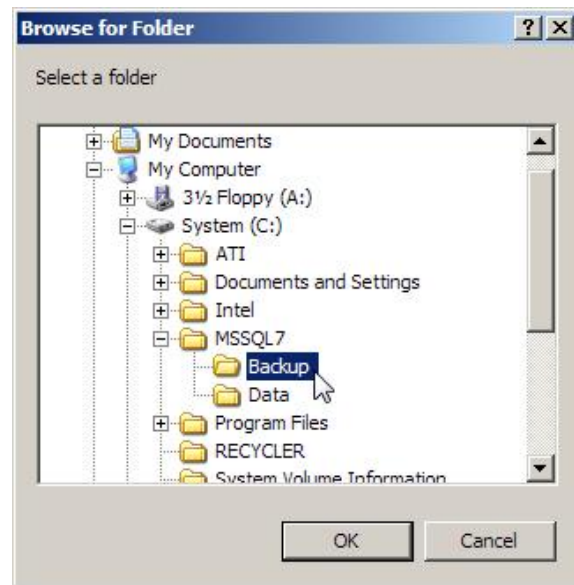


- Use this button to select a new backup location for the selected line.

Auto - Ticking this option will cause *Back Office* to automatically backup to the selected path.

If you wish to change a backup location, click the  button to the right of each location. Doing so will bring up the following prompt:

Browse to and select the folder you wish to backup to, and then click the **OK** button.



! The default location for a database backup is **C:\MSSQL7\Backup**. It is highly recommended that you use this folder, but you may select a second backup location as an alternative.

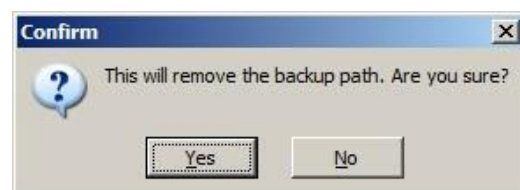
If you are familiar with **mapping network drives**, you may set your backup location to a different computer for added data safety.

Removing a backup Path

To remove a backup path and clear the line, click in the backup path line. Hovering your mouse pointer over the line will display a pop-up with more information, as seen below:



Clicking in the line will present you with the following prompt:



6.1.3.3.9 PoleDisplay

Line 1 - If you have any customer pole displays set up in your store, then the message typed in here will automatically scroll on the display when not in use. A recommended message would be along the lines of "**Next customer please...**".

6.1.3.3.10 Picklists

Enable Picklists - By ticking this option, *Invoicing* will allow the use of picklists. If you de-select this option, all menu items will be forced to ignore picklists completely.

For more information, see the section on **Picklists** ¹⁰⁰.

Columns To Use (Only applies to keyboard interface)

Code / Price / Size - This setting is no longer in use, and should be removed in the next release of the *Aura* software.

6.1.3.3.11 Updates

Check Update Frequency - This option is to set the number of days before the *Aura Updater* is automatically run.

For more information, see the section on **Help > Check For Updates** ¹⁹⁶.

6.1.3.3.12 Email

Specific Computer | All Computers | Printers

Store Settings | Head Office Settings | Program Settings | Network Settings

General | Invoicing | Reports | Cashup | Imaging | Stock | Search | Backup | PoleDisplay | Picklists | Updates | Email

Email Address

Mail Server

Mail Server Login

Mail Server Password

Mail Sending Port

Fax To Email Host

Take note that these details are specific to each store; all settings with exception of the **Fax To Email Host** field must be obtained from your email service provider directly.

Email Address - This field is for your own email address, much like setting up a return email address inside common email clients.

Mail Server - This field must contain the public address for the email server; these most commonly start with **smtp**, but even this may vary from one to the next.

Mail Server Login - This field must contain your login user name; generally provided to your by the service provider. Often this is just your username, but certain email servers use the full email address as a login name.

Mail Server Password - This field must contain your login password; generally provided to your by the service provider.

Mail Sending Port - This field needs the port number for your email service provider's server; although this is generally accepted as **port 25** for outgoing mail servers. If port 25 does not work, you will need to confirm this with your service provider.

Fax To Email Host - Fax-to-Email is a popular service that allows a user to email a message to a virtual email address, and have it delivered to a linked fax number instead.

6.1.3.4 Network Settings

Specific Computer | All Computers | Printers

Store Settings | Head Office Settings | Program Settings | Network Settings

IP Addresses

IP Addresses - The notepad-like block on this page is used to store notes on your system setup. Originally intended to keep a list of all computer's network addresses (IP Address), you may store any notes on the setup of your store here.

6.1.4 Printers

All Printers - This is a list of current printer setups inside the *Aura* software.

Selected Printer Properties - Will display the properties for the printer selected from the list of printers on the left.

Description - The name that will display in the list of available printers under New Printer Settings. This is for identification purposes only, you can name the printer as you like.

Category (Invoice / Production / Credit Card) - The category for the selected printer, this will determine whether the printer can be activated as an invoice, production, or credit card printer under Printer Setup.

For more information, see the section on **Printer Setup** ¹⁵⁶.

Type (None / Narrow / Wide / Impact Narrow) - Select the type of the selected printer.

Model (Epson / PosiFLEX / StarposTSP700 / Epson Impact) - To ensure correct printer formatting, please select the model type of your printer.

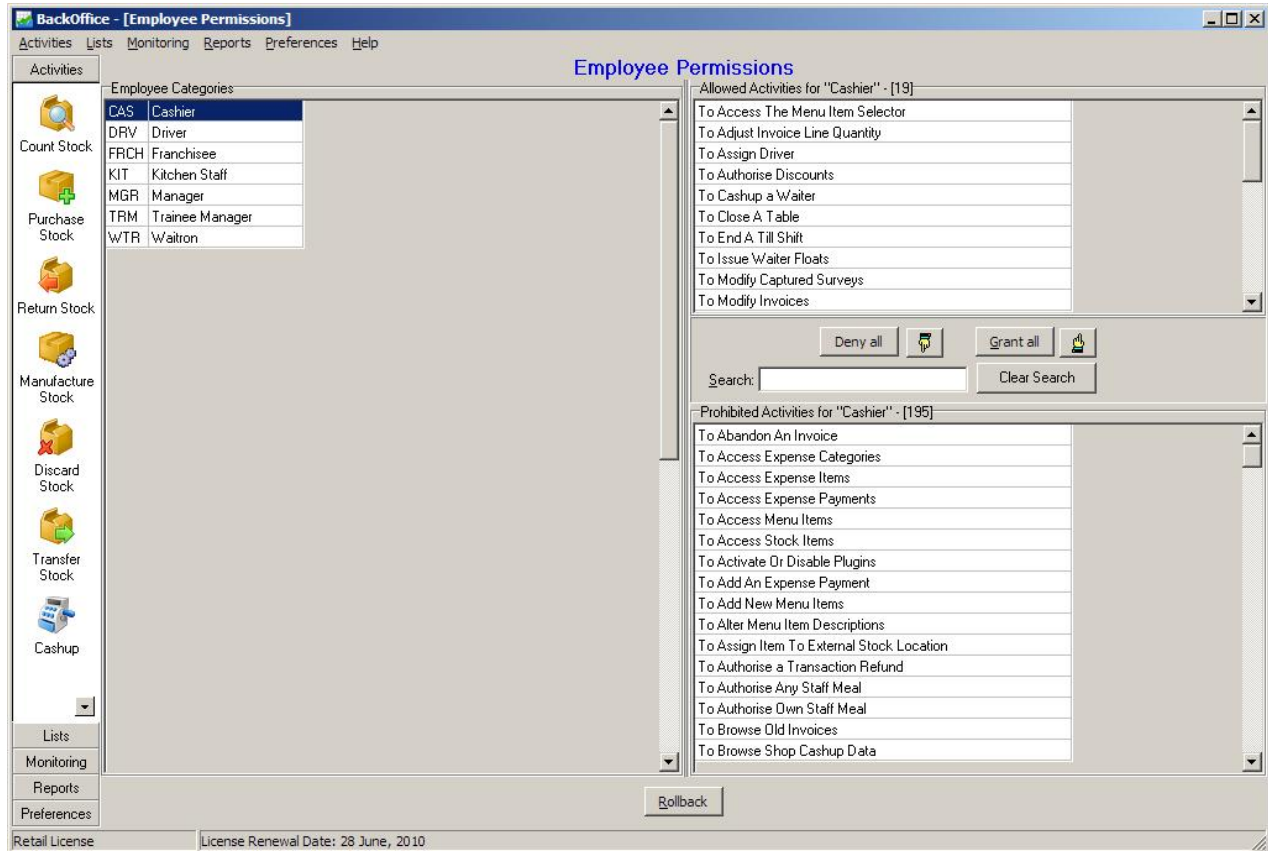
Page Length, Page Width and Footer Height - The above three settings are governed by the printer drivers, you do not need to adjust these settings at all.

Print Late Voucher - This is currently a dead feature, it will not make any difference to the printing of either customer or production slips.

Extended Production Slip (Only applies to production printers) - Selecting this option will print a slightly modified production slip, with parent items printed more clearly and their child items printed directly below them.

6.2 Access Permissions

The **Access Permissions** screen provides the features to restrict the level access each employee category has to the **Aura** system. For security and consistency reasons, permissions are set up by category instead of each employee individually. This screen can be accessed by selecting **Access Permissions** from the **Preferences** menu.



Employee Categories Section - The left hand section of this window lists all current employee categories set up in your system.

Allowed Activities for <category> - The upper right hand side displays the currently allowed activities for the selected employee category.

Denied Activities for <category> - The lower right hand side displays a list of activities that are prohibited for the selected employee category.




- This toolbar is used to either allow or disallow the selected access permissions, under either the **allowed** or **prohibited** activity codes.



- The **search** bar is used to filter the list of displayed activity codes, making it simpler to assign access permissions.

Editing Employee Access Permissions

To view and edit the permissions for a certain category, first select the desired category from the list on the left. If you do not have the category here that you are looking for, it can easily be added without having to leave the **Employee Permissions** screen.

 To do this, right click on an **empty space** on the left hand side. Doing so will display the following options:



The above three options are also accessed directly from the Employee Categories window. For more information, see the section on **Employee Categories** [\[68\]](#).


Refresh - If the list of categories was edited through the menu option, and the access permissions screen was still open, you may need to refresh the list to continue. Use the **Refresh** option to do so.

To either **allow** or **deny** any particular activity code, first select the permission and use the appropriate function as described in the introduction to this section. Below is an example of a selected access permission:



Multiple permissions can also be selected by use of the **shift** or **ctrl** (control) buttons on your keyboard. Below is an example of selecting multiple permissions using the **ctrl** key:



 For a list of the available access permissions and a description of their functions, see the section on **List of Access Permissions** [\[182\]](#).

Rolling Back Changes

If you made a mistake during the aforementioned process, you may press the **Rollback** button to reset all permissions to the point at which this screen was opened.

If *BackOffice* was able to successfully roll back all changes, you will be presented with the following window:



/ Be very careful with accidentally pressing the **Rollback** button, you cannot undo an 'undo'.

Grant All vs Deny All

The **Grant All** and **Deny All** buttons are there to allow more quickly editing a category. For example, if you are adding a new 'Trainee Manager' category, and you wish the manager to have access to the majority of the system but not unlimited: the quickest procedure would be to grant all permissions, and then remove the desired permissions.

Access Permission List Filter

The list of access permissions may now be filtered to simplify searching for a specific permission. In between the list of allowed and prohibited activities, you will see the **Search** area; as seen here:



Simply begin typing a keyword that you would like to search for in the **Search** block; you will notice the list of both allowed and prohibited activities will be filtered as you type. As the list is filtered, the background will change from white to yellow, indicating the list is filtered. The filter is applied as a *partial match anywhere* filter; which means if you search for the word 'menu', the filter will show all items with the word 'menu' anywhere in the description.

As seen in the following example, the list of permissions for **Cashier** has been filtered using the keyword 'till':



The **Deny All** and **Grant All** buttons now take this filter into account as well; affecting *only* the permissions shown in the filter. For example; if we press the **Grant All** button while the filter is set as in the image seen above; only the items displayed will be added to the list of allowed activities, any other permissions that are **not shown** will not be included.

To clear the **Search** block, either press the **BackSpace** key a few times, or press the **Esc** key once.

6.2.1 List of Access Permissions

During an *Aura* upgrade, a newer version of *BackOffice* or *Invoicing* may require new activity codes to be added, this is done automatically during the upgrade process. With the exception of certain access permissions, new permissions will default to being **prohibited** from most employees; including the default **FRCH** (franchisee) employee category. In addition to this; due to information links in the database, activity codes that are no longer in use in a new version may not be removed completely.

*Aura Version 6* does perform maintenance on this list and clear out many of the older and unused activities, the list found here is the currently active list of permissions found in *Aura BackOffice 6*.

These access permissions are allowed or prohibited from each employee category, as described in the section on **Access Permissions** ^[180].

! While reading through this list of permissions, each permission is structured to give the most useful information possible. Next to each access permission, a **suggested minimum access permission level** is shown in brackets (described below). Keep in mind that these are only suggestions; you may still grant or deny any of these permissions as you see fit.

Admin is shown if the permission requires a high level of access (such as store owners or technicians) and should not be changed by the average user. Permissions marked as 'admin' have a large effect on the trading or security of your store.

Manager is shown where the store manager may need access to ensure that the store can be maintained effectively.

User is shown for permissions that are safe for any employee with access to *Aura*. These would include cashiers, drivers, or waiters where applicable.

List of Activity Codes

Name or Access Permission	Recommended Access Level	Short Permission Description
To Abandon An Invoice	(Manager)	Controls access to cancelling an order that has not yet been completed and saved. For more information, see the <i>Aura Invoicing Manual</i> .
To Access Expense Categories	(Admin)	Controls access to the Expense Categories screen. For more information, see the section titled Expense Categories ^[125] .
To Access Expense Items	(Admin)	Controls access to the Expense Categories screen. For more information, see the section titled Expense Items ^[123] .
To Access Expense Payments	(Manager)	Controls access to the Expense Item Payments screen. For more information, see the section titled Capture Operating Expenses ^[49] .
To Access Menu Items	(Manager)	Controls access to the Menu Items screen. For more information, see the section titled Menu Items ^[86] .
To Access Stock Items	(Manager)	Controls access to the Stock Items screen. For more information, see the section titled Stock Items ^[111] .
To Access The Menu Item Selector	(User)	Controls access to the Menu Item Selector . For more information, see the <i>Aura Invoicing Manual</i> .
To Activate Or Disable Plugins	(Admin)	Controls access to the Aura Plug-ins window. For more information, see the <i>Aura Invoicing Manual</i> .
To Add An Expense Payment	(Manager)	Controls access to processing a new Expense Payment . For more information, see the section titled Capture Operating Expenses ^[49] .
To Add New Menu Items	(Admin)	Controls access to adding new Menu Items . For more information, see the section titled Menu Items ^[86] .

To Adjust Invoice Line Quantity	(User)	Controls access to increasing or decreasing Invoice Line Item Quantities . For more information, see the <i>Aura Invoicing Manual</i> .
To Alter Menu Item Descriptions	(Admin)	Controls access to change Menu Item Names . For more information, see the section titled Menu Items [86].
To Assign Driver	(User)	Controls access to assign a Driver to a Delivery Order . For more information, see the <i>Aura Invoicing Manual</i> .
To Assign Item To External Stock Location	(Manager)	Controls access to assigning Stock Items to External Stock Locations . For more information, see the section titled Items Per Location [127].
To Authorise a Transaction Refund	(Manager)	Controls access to refund a NOMAD credit card transaction. For more information, see the <i>Aura Invoicing Manual</i> .
To Authorise Any Staff Meal	(Manager)	Controls access to apply a Staff Meal Discount to an order. For more information, see the <i>Aura Invoicing Manual</i> .
To Authorise Discounts	(User)	Controls access to apply any Discount to an order. For more information, see the <i>Aura Invoicing Manual</i> .
To Authorise Own Staff Meal	(Manager)	Controls access to apply a Staff Meal Discount to your own meal only. For more information, see the <i>Aura Invoicing Manual</i> .
To Browse Old Invoices	(Manager)	Controls access to View Old Orders from <i>Aura Back Office</i> . For more information, see the section titled Find Invoices [66].
To Browse Shop Cashup Data	(User)	Controls access to access the Cashup screen. For more information, see the section titled Cashup [39].
To Browse Stock Takes	n/a	This setting is no longer active in this version.
To Browse Waiter Cashup Data	n/a	This setting is no longer active in this version.
To Cashup A Waiter	(User / Manager)	Controls access to Post Waiters and Drivers . For more information, see the section titled Employee Cashup [40].
To Change Assigned Table	(Manager)	Controls access to change the table an order is assigned to. For more information, see the <i>Aura Invoicing Manual</i> .
To Change Invoice Allocation Between Waiters	(Manager)	Controls access to change the waiter assigned to a table order. For more information, see the <i>Aura Invoicing Manual</i> .
To Change Login Details For An Employee	n/a	This setting is no longer active in this version.
To Change Logout Time For An Employee	(Admin)	Controls access to adjust clock-out times for any employee. For more information, see the <i>Aura Invoicing Manual</i> .
To Change Menu Item Groupings	(Manager / Admin)	Controls access to the Menu Items Per Report Group wizard. For more information, see the section titled Items Per Report Group [105].
To Change VAT Rate	(Admin)	Controls access to alter the VAT rate inside the System Settings . For more information, see the section titled Store Settings [163].
To Close A Table	(User)	Controls access to close off a table . For more information, see the <i>Aura Invoicing Manual</i> .

To Close Off Someone Else's Till Shift	(Manager)	Controls access to end a till shift started by any other employee . For more information, see the <i>Aura Invoicing Manual</i> .
To Confirm Credit Card Override	(Manager)	Controls access to manually process a credit card transaction if the automatic transmission fails. For more information, see the <i>Aura Invoicing Manual</i> .
To Convert Delivery Order To Collect	(User)	Controls access to change a delivery order to a collect order . For more information, see the <i>Aura Invoicing Manual</i> .
To Delete A Customer Record	(Manager)	Controls access to remove a customer record . For more information, see the section titled Customers 79 .
To Delete A Menu Item	(Admin)	Controls access to remove a menu item . For more information, see the section titled Menu Items 86 .
To Delete An Attendee Record	n/a	This setting is no longer active in this version.
To Delete An Expense Payment	(Admin)	Controls access to removing an operating expense payment . For more information, see the section titled Capture Operating Expenses 49 .
To Delete Unsaved Invoice Line	(Manager / User)	Controls access to remove an item from an order before it is saved . For more information, see the <i>Aura Invoicing Manual</i> .
To Determine Which Activities Require Authorisation	n/a	This setting is no longer active in this version.
To Discard Stock	(Manager)	Controls access to the Discard Stock feature in <i>Aura BackOffice</i> . For more information, see the section titled Discard Stock 35 .
To Edit a Posted GRV	(Manager)	Controls access to edit the header for a GRV that is paid from a till shift that is now posted. For more information, see the section titled Purchase Stock 25 .
To Edit An Already Assigned Invoice	(Manager)	Controls access to edit a delivery order that is assigned to a driver . For more information, see the <i>Aura Invoicing Manual</i> .
To Edit An Already Assigned Table	(Manager)	Controls access to edit a table order that is assigned to a waiter . For more information, see the <i>Aura Invoicing Manual</i> .
To Edit An Existing Stock Take	(Manager)	Controls access to open an already posted stock take for editing again. For more information, see the section titled Count Stock 22 .
To Edit An Expense Payment	(Manager)	Controls access to modify an expense payment after it has already been entered. For more information, see the section titled Capture Operating Expenses 49 .
To Edit Or Delete An Invoice Line	(Manager)	Controls access to change quantity or remove an item from an order that has already been saved. For more information, see the <i>Aura Invoicing Manual</i> .
To Edit Posted GRV Lineitems	(Manager)	Controls access to edit the items for a GRV that is paid from a till shift that is now posted. For more information, see the section titled Purchase Stock 25 .
To End A Till Shift	(User)	Controls access to close a till shift . For more information, see the <i>Aura Invoicing Manual</i> .

<i>To Exclude External Location Sales From Cashup</i>	<i>n/a</i>	This setting is no longer active in this version.
<i>To Exit GUI View</i>	<i>(Manager)</i>	Controls access to exit from the Graphic User Interface screen. For more information, see the <i>Aura Invoicing Manual</i> .
<i>To Issue waiter floats</i>	<i>(Manager)</i>	Controls access to assigning a float to either a driver or waiter. For more information, see the <i>Aura Invoicing Manual</i> .
<i>To Lock A Till Shift</i>	<i>(Manager)</i>	Controls access to lock a posted till shift in the cashup. For more information, see the section titled Till Shift Cashup ^[43] .
<i>To Maintain Access Control</i>	<i>(Admin)</i>	Controls access to the Access Permissions screen. For more information, see the section titled Access Permissions ^[179] .
<i>To Maintain Employee Categories</i>	<i>n/a</i>	This setting is no longer active in this version.
<i>To Maintain Employee Details</i>	<i>(Manager)</i>	Controls access to the Employee Records screen. For more information, see the section titled Employee Records ^[70] .
<i>To Maintain Employee Passwords</i>	<i>(Manager)</i>	Controls access to change an existing employee's password . For more information, see the section titled Editing Employee Records ^[75] .
<i>To Maintain Menu Categories</i>	<i>(Admin)</i>	Controls access to the Menu Categories window. For more information, see the section titled Menu Categories ^[85] .
<i>To Maintain Menu Prices</i>	<i>(Franchisee)</i>	Controls access to alter the price of a menu item. This permission is dependent on 'To Access Menu Items' and the menu must be unlocked for this to work. For more information, see the section titled Menu Items ^[86] .
<i>To Maintain Over-Ring Reasons</i>	<i>(Manager)</i>	Controls access to the Over-Ring Codes screen. For more information, see the section titled Over-Ring Codes ^[131] .
<i>To Maintain Reporting Companies</i>	<i>n/a</i>	This setting is no longer active in this version.
<i>To Maintain Stock Categories</i>	<i>(Admin)</i>	Controls access to the Stock Categories window. For more information, see the section titled Stock Categories ^[110] .
<i>To Make A Stock Location External</i>	<i>(Manager)</i>	Controls access to set a stock location as external . For more information, see the section titled Stock Locations ^[120] .
<i>To Manufacture Stock</i>	<i>(Manager)</i>	Controls access to the Manufactured Stock screen. For more information, see the section titled Manufacture Stock ^[31] .
<i>To Mark Any Invoice As A Late Delivery</i>	<i>(Manager)</i>	Controls access to mark a delivery order as a late delivery . For more information, see the <i>Aura Invoicing Manual</i> .
<i>To Modify A Clock Period</i>	<i>(Admin / Manager)</i>	Controls access to change the clock in / clock out time of any active employee . For more information, see the <i>Aura Invoicing Manual</i> .
<i>To Modify Captured Surveys</i>	<i>(Manager)</i>	Controls access to open the capture employee survey window in the cashup screen. For more information, see the section titled Employee Cashup ^[40] .
<i>To Modify Cashup Entries</i>	<i>(Manager / User)</i>	Controls access to open the data capture windows in the Till Shift Cashup screen. For more information, see the section titled Till Shift Cashup ^[43] .

To Modify Customer Pricing Level	(Manager)	Controls access to alter the pricing levels for customers in the application settings. For more information, see the section titled Invoicing Settings ^[152] .
To Modify Discount Entries	(Manager)	Controls access to the Discount Codes screen. For more information, see the section titled Discount Codes ^[133] .
To Modify Invoices	(User)	Controls access to edit an existing order , this only applies to table , delivery and collect orders. For more information, see the <i>Aura Invoicing Manual</i> .
To Modify Menu Item Recipes	(Admin)	Controls access to change the recipe for menu items .
To Monitor Activity	(Manager)	Controls access to Monitoring > Activities . For more information, see the section titled Monitoring Activities ^[144] .
To Monitor Daily Sales	(Manager)	Controls access to Monitoring > Daily Sales . For more information, see the section titled Monitoring Daily Sales ^[145] .
To Monitor Staff Attendance	(Manager)	Controls access to Monitoring > Staff Attendance . For more information, see the section titled Monitoring Staff Attendance ^[145] .
To Monitor Staff Performance	(Manager)	Controls access to Monitoring > Staff Performance . For more information, see the section titled Monitoring Staff Performance ^[146] .
To Monitor Staff Statistics	(Manager)	Controls access to Monitoring > Staff Statistics . For more information, see the section titled Monitoring Staff Statistics ^[148] .
To Open The Till	(User)	Controls access to open the cash drawer from <i>Aura Invoicing</i> . For more information, see the <i>Aura Invoicing Manual</i> .
To Over-Ring An Invoice	(Manager)	Controls access to mark an order as over-rung . For more information, see the <i>Aura Invoicing Manual</i> .
To Override Time Warning	(Manager)	Controls access to bypass the warning message "Your system time appears to be incorrect, continue without correcting?"
To Partially Pay From Till	(Manager)	Controls access to pay a GRV using some money from a till shift and the rest from your safe. For more information, see the section titled Purchase Stock ^[25] .
To Perform A Backup	(Manager)	Controls access to backup the database . For more information, see the section titled Backup Database ^[52] .
To Perform A Stock Take	(Manager)	Controls access to the stock count screen . For more information, see the section titled Count Stock ^[22] .
To Perform A Till Cashup	n/a	This setting is no longer active in this version.
To Perform The Daily Cashup	n/a	This setting is no longer active in this version.
To Pickup All Tables	(Manager)	Controls access to pick up anybody's table order . For more information, see the <i>Aura Invoicing Manual</i> .
To Post Shop Cashup	n/a	This setting is for logging purposes only.
To Print Old Invoices	(Manager)	Controls access to print any order from the browse old invoices window. For more information, see the section titled Find Invoices ^[66] .

To Print Stock Manufacture Slip	(Manager)	Controls access to print out a manufactured stock item slip . For more information, see the section titled Manufacture Stock [31] .
To Process a Credit Card Transaction	(Manager / User)	Controls access to put through an order payment using the NOMAD credit card system. For more information, see the <i>Aura Invoicing Manual</i> .
To Process a Food Refund	(Manager)	Controls access to refund a NOMAD credit card purchase. For more information, see the <i>Aura Invoicing Manual</i> .
To Process A Staff Meal Discount	(Manager / User)	Controls access to apply a staff meal discount to any order. For more information, see the <i>Aura Invoicing Manual</i> .
To Process GRVs	(Manager)	Controls access to create a new Goods Received Voucher . For more information, see the section titled Purchase Stock [25] .
To Process Invoices	(User)	Controls access to start a new order inside <i>Aura Invoicing</i> . For more information, see the <i>Aura Invoicing Manual</i> .
To Re-Post A Previously Posted Cashup	n/a	This setting is no longer active in this version.
To Re-Post A Previously Posted Shop Cashup	n/a	This setting is no longer active in this version.
To Re-Print An Invoice	(Manager)	Controls access to print a duplicate copy of a customer's order slip. For more information, see the <i>Aura Invoicing Manual</i> .
To Reprint A Credit Card Slip	(Manager)	Controls access to re-print a NOMAD credit card slip . For more information, see the <i>Aura Invoicing Manual</i> .
To Reprint A Stock Manufacture Slip	(Manager)	Controls access to print out a second copy of a manufactured stock items slip . For more information, see the section titled Manufacture Stock [31] .
To Restore System Settings	(Admin / Manager)	Controls access to restore the settings backup using the 'Restore' button in the Aura System Settings . For more information, see the section titled Restore Settings Feature [150] .
To Restrict Employee Categories	(Admin)	Controls access to the Restricted Categories feature of <i>Aura BackOffice</i> . For more information, see the section titled Restricted Employee Categories [19] .
To Return Any Stock To Any Supplier	(Admin / Manager)	Controls access to return stock items, even if they were purchased from a different supplier. For more information, see the section titled Return Stock [30] .
To Run Activity Log Report	(Manager)	Controls access to run the aforementioned report.
To Run Average Sitzings Per Table Report	(Manager)	Controls access to run the aforementioned report.
To Run Average Takings Per Day	(Manager)	Controls access to run the aforementioned report.
To Run Average Turnover By Headcount	(Manager)	Controls access to run the aforementioned report.
To Run Average Turnover By Table	(Manager)	Controls access to run the aforementioned report.
To Run Backoffice	(Manager)	Controls access to open <i>Aura BackOffice</i> . For more information, see the section titled Getting Started [10] .
To Run Bottom Customers Report	(Manager)	Controls access to run the aforementioned report.

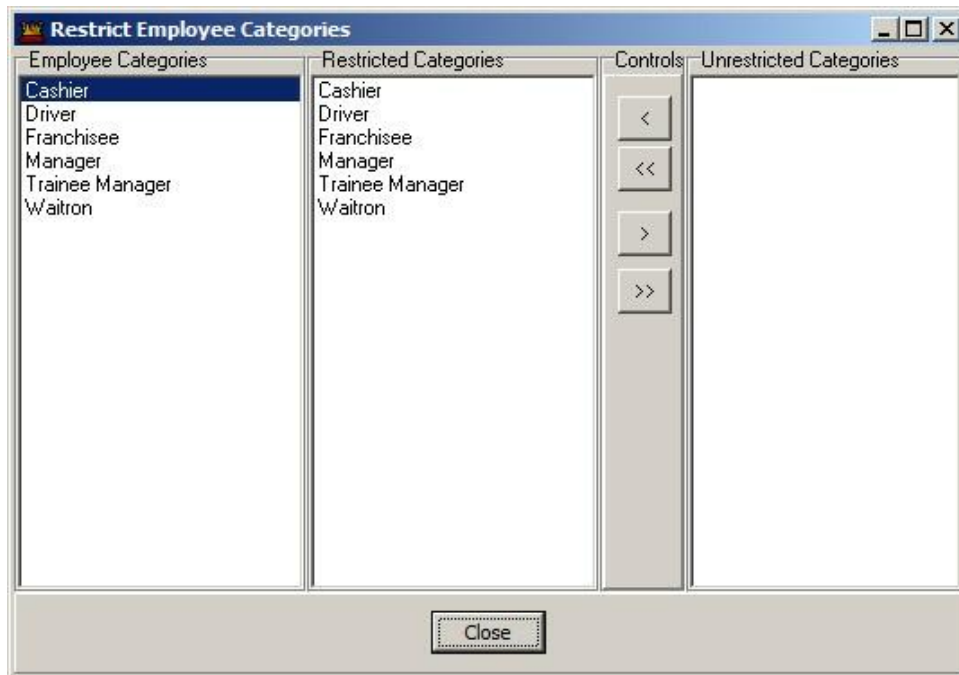
To Run Cash Tendered Report	(Manager)	Controls access to run the aforementioned report.
To Run Cashier Sales Performance Report	(Manager)	Controls access to run the aforementioned report.
To Run Category Sales By Hour Report	(Manager)	Controls access to run the aforementioned report.
To Run Category Sales Report	(Manager)	Controls access to run the aforementioned report.
To Run Commission Per Menu Item Report	(Manager)	Controls access to run the aforementioned report.
To run Complaints report	(Manager)	Controls access to run the aforementioned report.
To Run Complete Cashup Report	(Manager)	Controls access to run the aforementioned report.
To Run Daily Control Sheet	(Manager)	Controls access to run the aforementioned report.
To Run Data Extractor	(Admin)	Controls access to run the Aura Data Extractor application. For more information, see the section titled Export (Data Exporter) 52 .
To Run DB Optimiser	(Admin)	Controls access to the Aura Database Optimiser application. For more information, see the section titled Database Optimiser 57 .
To Run DB Purge	(Admin)	Controls access to the Aura Database Purge application. For more information, see the section titled Database Purge 58 .
To Run Delivery Efficiency Report	(Manager)	Controls access to run the aforementioned report.
To Run Detailed Discount Report	(Manager)	Controls access to run the aforementioned report.
To Run Detailed Waitron Cashup Report	(Manager)	Controls access to run the aforementioned report.
To Run Discounts Summary Report	(Manager)	Controls access to run the aforementioned report.
To Run Driver Deliveries Report	(Manager)	Controls access to run the aforementioned report.
To Run Employee Cashup Summary By Date Report	(Manager)	Controls access to run the aforementioned report.
To Run Employee Cashup Summary Report	(Manager)	Controls access to run the aforementioned report.
To Run Employee Wages Report	(Manager)	Controls access to run the aforementioned report.
To Run Expenses Paid By Supplier Report	(Manager)	Controls access to run the aforementioned report.
To Run Expenses Paid Report	(Manager)	Controls access to run the aforementioned report.
To Run Full Customer Listing Report	(Manager)	Controls access to run the aforementioned report.
To Run Gross Profit Report	(Manager)	Controls access to run the aforementioned report.
To Run Grv Vouchers Report	(Manager)	Controls access to run the aforementioned report.
To Run GUI Designer	(Manager)	Controls access to the floor plan designer . For more information, see the section titled Design Floors 53 .
To Run Income Statement	(Manager)	Controls access to run the aforementioned report.
To Run Invoice Efficiency Report	(Manager)	Controls access to run the aforementioned report.
To Run Invoice Maker Report	(Manager)	Controls access to run the aforementioned report.
To Run Invoice Management Report	(Manager)	Controls access to run the aforementioned report.
To Run Invoice Summary Report	(Manager)	Controls access to run the aforementioned report.
To Run Item Sales By Category Report	(Manager)	Controls access to run the aforementioned report.
To Run Item Sales By Date By Shift	(Manager)	Controls access to run the aforementioned report.
To Run Item Sales By Date By Till	(Manager)	Controls access to run the aforementioned report.
To Run Item Sales By Hour Report	(Manager)	Controls access to run the aforementioned report.
To Run Item Sales By Size Report	(Manager)	Controls access to run the aforementioned report.

<i>To Run Item Sales By Till</i>	(Manager)	Controls access to run the aforementioned report.
<i>To Run Kitchen Management Report</i>	(Manager)	Controls access to run the aforementioned report.
<i>To Run KPI Report</i>	(Manager)	Controls access to run the aforementioned report.
<i>To Run Lapsed Customers Report</i>	(Manager)	Controls access to run the aforementioned report.
<i>To Run Late Deliveries Report</i>	(Manager)	Controls access to run the aforementioned report.
<i>To Run Menu Items Report</i>	(Manager)	Controls access to run the aforementioned report.
<i>To Run Menu Items With Recipes Report</i>	(Manager)	Controls access to run the aforementioned report.
<i>To run Monthly Financial Analysis report</i>	(Manager)	Controls access to run the aforementioned report.
<i>To Run Net Sales Summary</i>	(Manager)	Controls access to run the aforementioned report.
<i>To Run New Customers Report</i>	(Manager)	Controls access to run the aforementioned report.
<i>To Run New Vs. Old Customers Report</i>	(Manager)	Controls access to run the aforementioned report.
<i>To Run NOMAD Transactions Report</i>	(Manager)	Controls access to run the aforementioned report.
<i>To Run Order Manager</i>	(Manager)	Controls access to run the Aura Purchase Order Wizard . For more information, see the section titled Add-ins ⁵³ .
<i>To Run Orders by Area report</i>	(Manager)	Controls access to run the aforementioned report.
<i>To Run Overring Summary Report</i>	(Manager)	Controls access to run the aforementioned report.
<i>To Run Petty Cash report</i>	(Manager)	Controls access to run the aforementioned report.
<i>To Run Product Sales By Cashier Report</i>	(Manager)	Controls access to run the aforementioned report.
<i>To run Purchases by Supplier report</i>	(Manager)	Controls access to run the aforementioned report.
<i>To Run Returns By Supplier Report</i>	(Manager)	Controls access to run the aforementioned report.
<i>To Run Review Stock Take Report</i>	(Manager)	Controls access to run the aforementioned report.
<i>To Run Royalty Schedule Report</i>	(Manager)	Controls access to run the aforementioned report.
<i>To Run Sales By Cashier</i>	(Manager)	Controls access to run the aforementioned report.
<i>To Run Sales By Hour By Shift</i>	(Manager)	Controls access to run the aforementioned report.
<i>To Run Sales By Hour By Till</i>	(Manager)	Controls access to run the aforementioned report.
<i>To Run Sales By Report-Group Report</i>	(Manager)	Controls access to run the aforementioned report.
<i>To Run Sales Effectiveness Report</i>	(Manager)	Controls access to run the aforementioned report.
<i>To Run Sales Month on Month</i>	(Manager)	Controls access to run the aforementioned report.
<i>To Run Sales Summary Report</i>	(Manager)	Controls access to run the aforementioned report.
<i>To Run Shop Cashup Detail Report</i>	(Manager)	Controls access to run the aforementioned report.
<i>To Run Shop Cashup Summary Report</i>	(Manager)	Controls access to run the aforementioned report.
<i>To Run Sitings Per Table Report</i>	(Manager)	Controls access to run the aforementioned report.
<i>To Run Stock Issues Report</i>	(Manager)	Controls access to run the aforementioned report.
<i>To Run Stock Items Report</i>	(Manager)	Controls access to run the aforementioned report.
<i>To Run Stock Location Exception Report</i>	(Manager)	Controls access to run the aforementioned report.
<i>To Run Stock Manufacture Exceptions Report</i>	(Manager)	Controls access to run the aforementioned report.
<i>To Run Stock Movement Report</i>	(Manager)	Controls access to run the aforementioned report.
<i>To Run Stock Movement Vouchers Report</i>	(Manager)	Controls access to run the aforementioned report.
<i>To Run Stock Price Fluctuation Report</i>	(Manager)	Controls access to run the aforementioned report.
<i>To Run Stock Profile Report</i>	(Manager)	Controls access to run the aforementioned report.
<i>To Run Stock Purchase Exceptions Report</i>	(Manager)	Controls access to run the aforementioned report.
<i>To Run Stock Purchases Report</i>	(Manager)	Controls access to run the aforementioned report.
<i>To Run Stock Recipes Report</i>	(Manager)	Controls access to run the aforementioned report.

To Run Stock Return Detail Report	(Manager)	Controls access to run the aforementioned report.
To Run Stock Take Worksheet Report	(Manager)	Controls access to run the aforementioned report.
To Run Stock Transfers Report	(Manager)	Controls access to run the aforementioned report.
To Run Stock Variance Report	(Manager)	Controls access to run the aforementioned report.
To Run Stock Wastage Report	(Manager)	Controls access to run the aforementioned report.
To Run Stock Wastage Summary Report	(Manager)	Controls access to run the aforementioned report.
To Run Store Commission Report	(Manager)	Controls access to run the aforementioned report.
To Run Street Sweeper	(Manager)	Controls access to run the aforementioned report.
To Run Supplier Listing Report	(Manager)	Controls access to run the aforementioned report.
To Run Survey Rating By Cashier Report	(Manager)	Controls access to run the aforementioned report.
To Run Theoretical Stock Sales Report	(Manager)	Controls access to run the aforementioned report.
To Run Till Cashup Detail Report	(Manager)	Controls access to run the aforementioned report.
To Run Till Cashup Summary Report	(Manager)	Controls access to run the aforementioned report.
To run Time and Attendance report	(Manager)	Controls access to run the aforementioned report.
To Run Top Customers Report	(Manager)	Controls access to run the aforementioned report.
To Run Total Sales By Hour Report	(Manager)	Controls access to run the aforementioned report.
To Run Turnover Per Table Report	(Manager)	Controls access to run the aforementioned report.
To Run VAT Report	(Manager)	Controls access to run the aforementioned report.
To Run Voided Items Report	(Manager)	Controls access to run the aforementioned report.
To Set The Royalty Or Advertising Percentage	(Admin)	Controls access to adjust the royalty or advertising percentage in the system settings. For more information, see the section titled System Settings > Program Settings > Head Office Settings ¹⁶⁴ .
To Split or Group an Invoice	(Manager / User)	Controls access to split a table order over two tables, or to join two table orders into one table. For more information, see the <i>Aura Invoicing Manual</i> .
To Start A New Till Shift	(Manager / User)	Controls access to start a new shift inside <i>Aura Invoicing</i> to process orders. For more information, see the <i>Aura Invoicing Manual</i> .
To Transfer Stock	(Manager)	Controls access to transfer stock from one location to another. For more information, see the section titled Transfer Stock ³⁷ .
To Transfer Table	(Manager)	Controls access to change the table number assigned to a table transaction. For more information, see the <i>Aura Invoicing Manual</i> .
To View Or Change Global Settings	(Manager)	Controls access to the Aura System Settings . For more information, see the section titled System Settings ¹⁵⁰ .
To View Or Change Invoice Settings	n/a	This setting is no longer active in this version.
To Void An Invoice Line	(Manager)	Controls access to set a single lineitem on an order as 'voided'; this removes the quantity and cost of the item without removing the name from the slip. For more information, see the <i>Aura Invoicing Manual</i> .
To Close Any Table	(Manager)	With this permission allowed, a manager may close off any table order regardless of the cashier or waiter assigned.

6.3 Restricted Employee Categories

The **Restricted Employee Categories** window was designed to prevent an employee from editing or adding a new employee to a category that is higher than his/her own. For example: when set up correctly, a **manager** will not be allowed to edit a current, or add a new employee record using the category of **franchisee**.



Employee Categories - The left hand list displays a list of your currently available categories. Select the category you wish to edit here.


Restricted Categories - Displays a list of categories that are restricted from the selected category's access.

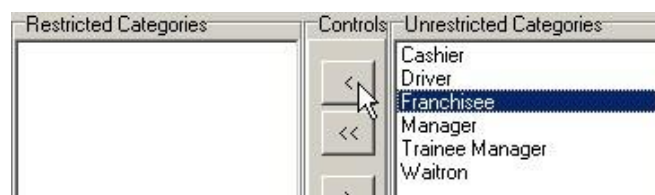
Controls - This toolbar contains functions used to maintain the restricted / unrestricted categories list.


Unrestricted Categories - Displays a list of categories that are available to edit by the selected category.

Restricting Categories

To prevent a **trainee manager** from adding a **franchisee** record for himself and gain access to the entire system, we will need to restrict that category from his range of access. To begin, select the **trainee manager** category from the left hand side. After this, we need to move the categories from *Unrestricted Categories* to *Restricted Categories* one at a

time: select the category on the right, and press the  button. As seen below:



This will move the selected category to the *Restricted Categories* list. To move any category back to *Unrestricted Categories*, use the  button.

For more information on how these settings work, see the section on **Employee Records** [70](#).

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Part

Help

VII

7 Help

The **Help** menu contains more information relating to *Aura* and your server computer directly.

See a topic below for more information:

- **Dialup IP Address** ^[194]
- **Feature Registration** ^[194]
- **ID Numbers** ^[195]
- **Check for Updates** ^[196]
- **What's New?** ^[200]
- **Help** (Opens this user manual)
- **About** ^[200]

7.1 Dialup IP Address

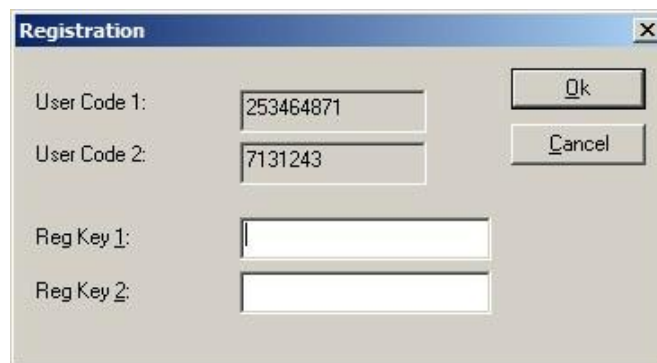
This option may be used by our *Aura Help Desk* technicians. If your internet connection is a normal Telkom telephone dial-up connection, this option will display the unique **Internet Protocol** address that your connection has been assigned for that internet session.

! If your computer is not connected to the internet, or you have an ADSL or DSL connection (permanently online), then selecting this option will show an error. Please check the connection and try again.

If your dial-up connection is connected and active, you will see a message displaying your current IP address. Keep in mind that with a dial-up IP address, you may possibly be assigned a different address every time you connect.

7.2 Feature Registration

Certain features of the *Aura* system are restricted and governed by a license file. This feature is used to update that license file with encrypted information. When the **Feature Registration** window is opened, you will be presented with the following screen:

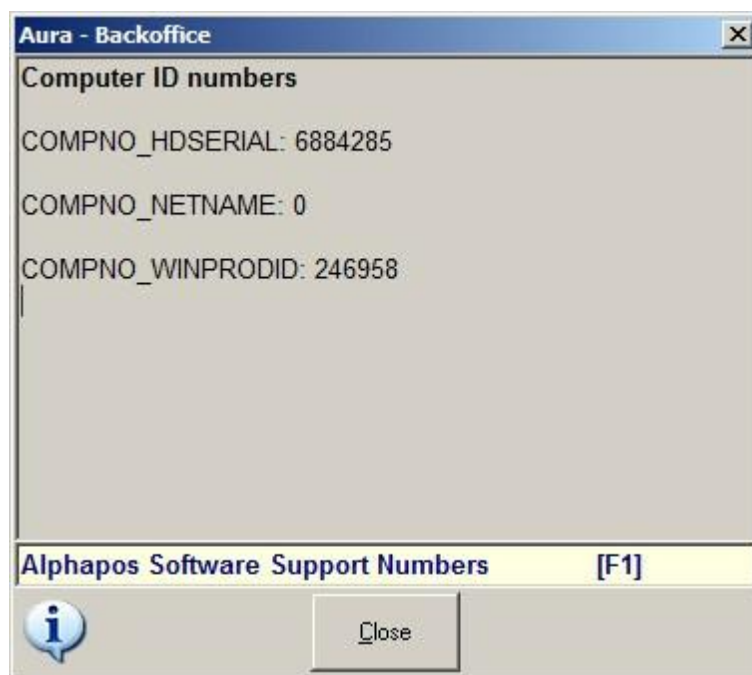


When doing feature registration over the phone with an *Aura* technician, they will ask you for user codes one and two. Then using those two codes, two registration keys will be generated to update the required data in your license file.

The license file is used to keep the cashup enabled, allow access to customer lists and orders, and authorise the number of tills that are allowed to connect to this server computer. For this reason, it may be necessary that the feature registration is done more than once.

7.3 ID Numbers

Selecting ID Numbers from the help menu will display unique information about your server system. This will only be required by our Aura technicians and you will most likely not need this information for any reason.

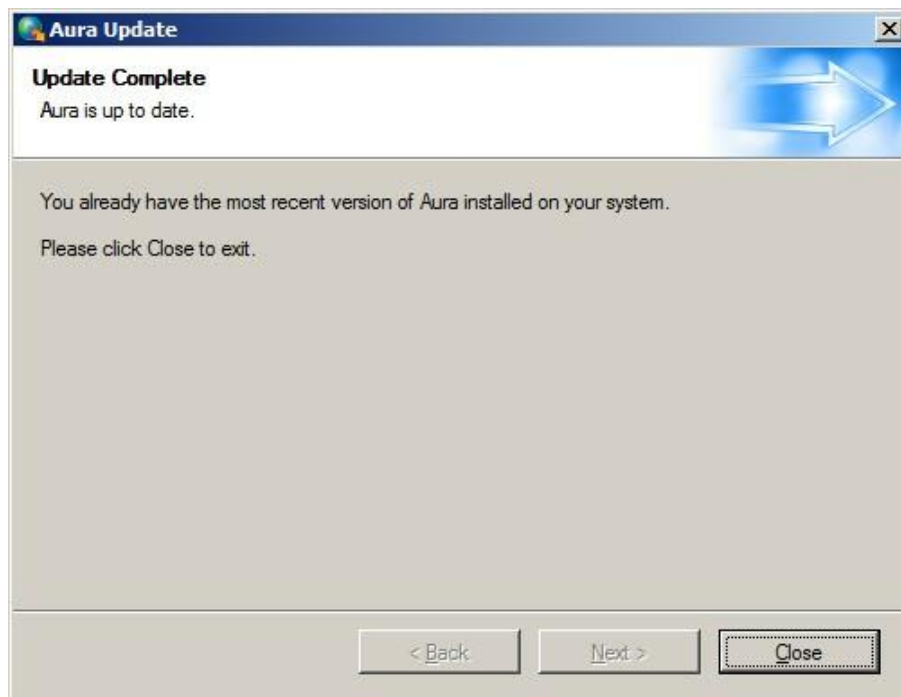


7.4 Check For Updates

Clicking this option will open up the **Aura Updater**, which will connect to the Alphapos servers to check your current version of the Aura Software against the latest release version. If a newer version is available for download from our servers, Aura Updater will alert you and prompt to download and automatically install the updates.

! You must have a working and active internet connection in order to check for updates.
The *Aura Updater* can also be launched from inside *Aura Back Office*, by selecting **Help > Check for Updates**.

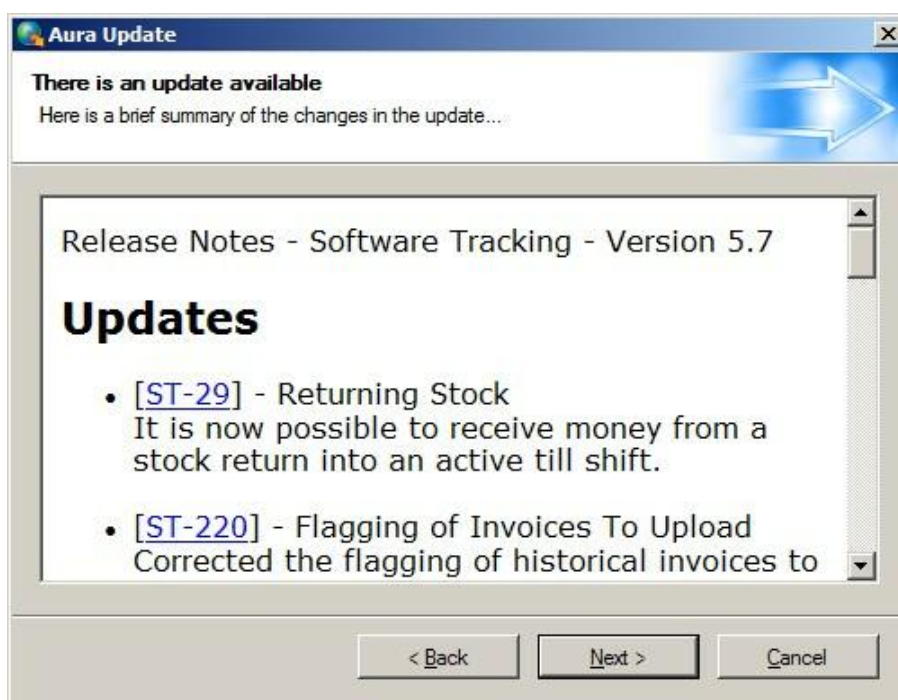
When the **Aura Update** application is launched, it will automatically attempt to check for available updates for your *Aura POS* software. If no updates are found it will display the following screen:



The above message confirms that you already have the latest released *Aura* software version, you may click on **Close** and continue as normal.

Downloading Updates

If an update has been found, you will see the following screen with information about the upgrade. You can use the scroll bar on the right hand side to see all changes and fixes in the available version:



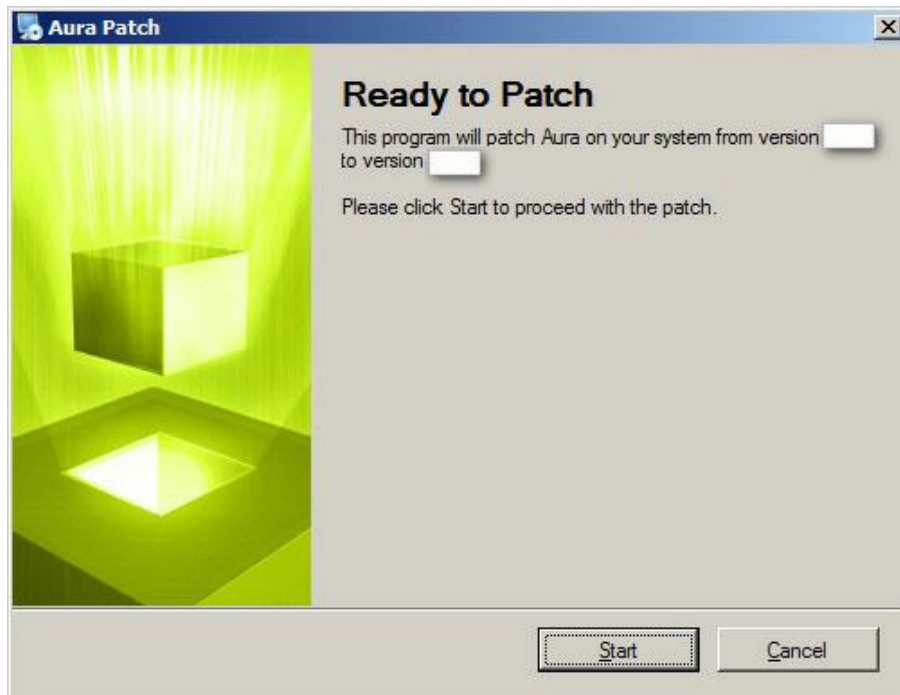
Keep in mind that the section inside the white block of the above screen shot contains a brief summary of updates, changes and fixes in the new version. The upper most line will display the version number of the new software version.

Click on Next to download the update, which will move on to the following window:

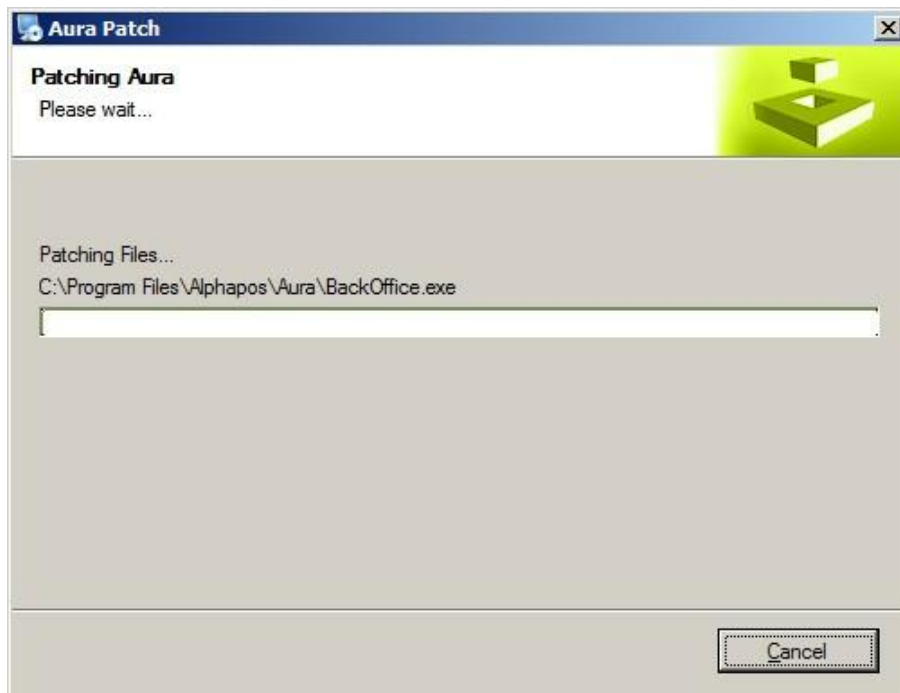


Applying Upgrade Patch

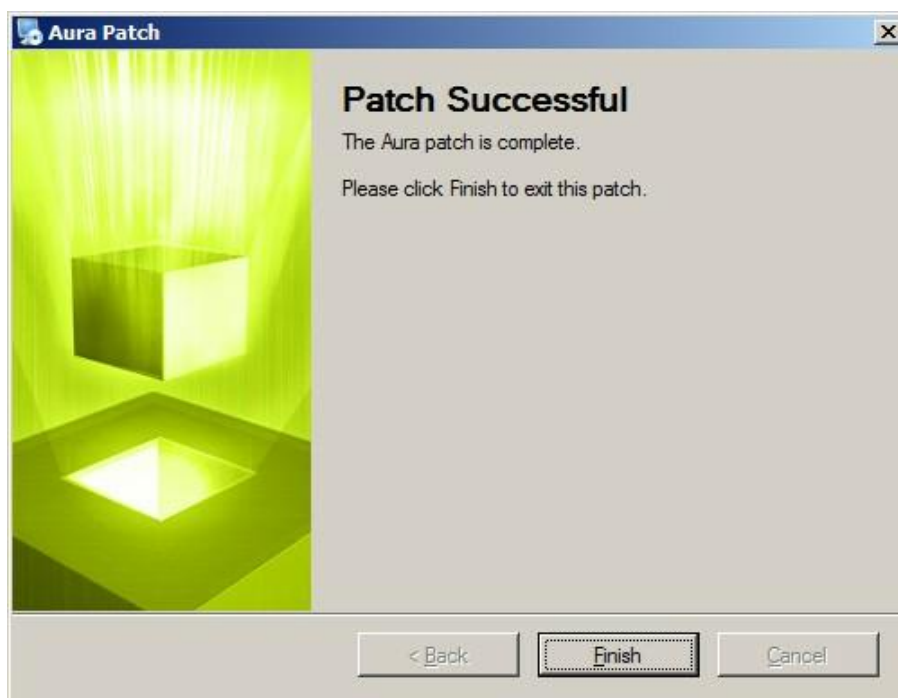
Once the required files have been downloaded, the **Aura Update** application will close, and will run the patch that has been downloaded:



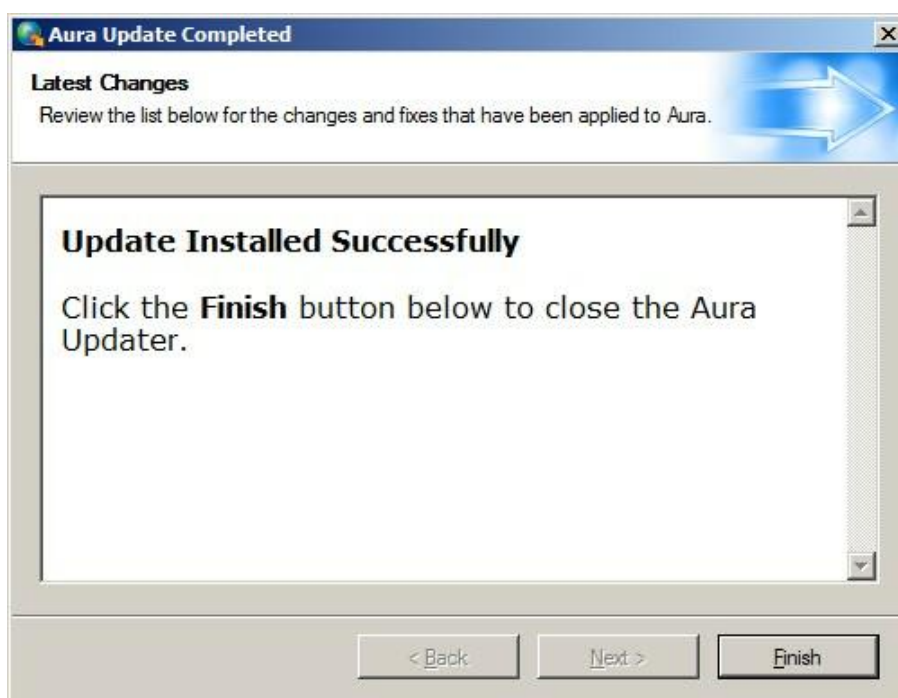
Once *BackOffice* and *Invoicing* are both closed, click on **Start** to continue. This will display the following screen with a progress bar of the patch:



If the patch applies correctly, you will see the following message:



When you click on **Finish**, the Aura Update application will show the following message:



Click on **Finish** to complete the update, this will automatically return you to **AEC** and open *BackOffice*. Please wait for *BackOffice* to open completely before running *Invoicing*.

! If you get an error message at any stage during the patch process, please leave the error on screen or write it down word-for-word and contact our *Aura Help Desk* for assistance. Our technicians need the error message to be able to diagnose the problem and find a solution.

7.5 What's New?

Selecting the **What's New?** option will open a webpage listing the changes, updates and bug fixes made to the latest version of *Aura* currently available. This information is also available in the **What's New** section of this help manual.

For more information, see the section on the **What's New Section** [\[7\]](#).

/ This feature requires a working and active internet connect to function correctly.

7.6 About



Aura - Backoffice
Version: 6
Copyright 2007 CoSoft Pty Ltd.

Coherent Software Solutions

CoSoft Support Info

Cosoft
<http://www.cosoft.co.za>

Aura - Support
<http://www.cosoftdbn.co.za/aura>

Support Email Address
support@cosoft.co.za

Support
086 100 AURA (2872)

System Information

HD Serial No:	28AB-9B54
Computer Name:	DT-HLT-ANDREG
Operating System:	Microsoft Windows XP Service Pack 2
Processor:	Intel(R) Pentium(R) 4 CPU 3.20GHz
Memory:	2047 MB
Free Memory:	361 MB
IP Address:	10.0.0.39

Close

Part

Contact Details



8 Contact Details

Office Contact Details

Aura Help Desk

086 100 AURA (2872)

Midlands Branch (Head Office)

033 343 2135

Aura Helpdesk Hours

6:00am to 11:00pm, 7 days a week

In order to ensure that all calls taken have been logged and are treated with the importance and urgency each one rightfully deserves, please keep the following points in mind when consulting with our helpdesk:

- § Ensure that the technician you are speaking to knows which store you are calling from, and that you get the name of the technician you speak to.
 - § Be clear and concise with what the problem is and when it started appearing. The more information you can provide, the better.
 - § If the technician does not offer you a reference number for your call, you may should ask for one. This not only makes it easier to follow up on an issue later, but also ensures that your call is logged and is being / has been attended to properly.
 - § Most importantly, please keep in mind that *Coherent Software Solutions* provide the *Aura Point of Sales Suite*; for any other problems such as your email, internet, anti-virus software and the like, please contact the software distributor or supporter related to that application. These contact details can generally be found under the application's **Help > About** or **Help > Contact Us** options.
-

Help Manual Author Contact Details:

If you have any queries or suggestions regarding the help manual, please contact our Midlands CoSoft branch.

Index

- A -

About Aura Screen 200
 Access Permissions per Category 179
 Activities Menu Overview 20
 ADC 49
 Add Aura Printers 178
 Add-ins Menu Overview 53
 Advertising / Royalty Percentages 164
 Allow Reprint 154
 Assign Items to Kitchen Printer 103
 Auto Apply Discounts 136
 Auto Backup Feature 175
 Auto Prompt to Add Operators 168
 Auto Restart Transaction 166
 Auto-fill Form Settings (Stock Purchases and Manufacture) 173

- B -

Backup Database 52
 Backup Settings 175
 Blind Cashup 171
 Business Settings 163
 Button Sizes (Menu Items and Categories) 159

- C -

Capture Operating Expenses 49
 Cashup Overview 39
 Cashup Settings 171
 Categories (Employee) 68
 Categories (Menu Items) 85
 Categories (Stock Items) 110
 Check For Updates 196
 Clear NOMAD Log File 51
 Contact Details 202
 Count Stock 22
 Credit Card Printers Setup 158
 Credit Card Setup (NOMAD) 161
 Customer List 79
 Customer Notes 166
 Customer Search Fields 174
 Customer Slip Printers Setup 157

- D -

Daily Sales (Monitoring) 145
 Data Exporter 52

Database Optimiser 57
 Database Purge 58
 Dataset Filter 13
 DB Backup 52
 Default Transaction Type 152
 Delivery Areas 126
 Departments (Menu Items) 84
 Design Floor Plan 53
 Devices Settings 160
 Dialup IP Address 194
 Disable Employee Wages 171
 Disable Petty Cash 171
 Discard Stock 35
 Discount Reasons 133
 Discounts: Auto Apply 136
 Discounts: Time Based 139
 Driver Cashup 40
 Driver Gets Delivery Charge 171

- E -

Edit Employee 75
 Email Server Settings 177
 Employee Cashup 40
 Employee Categories 68
 Employee Category Access Permissions 179
 Employee Records 70
 Employees - Add New 71
 Employees - Edit Records 75
 Employees Menu Overview 68
 Enable Editing of Invoices (Mainly Table Orders) 166
 Expense Item Categories 125
 Expense Items 123
 Expense Menu Overview 123

- F -

Feature Registration 194
 Find Previous Invoices 66
 Fingerprint Access 160
 Fingerprints (Add Employee Login) 71
 Fingerprints (Edit Employee Login) 75
 Float Setup 152
 Floor Plan Designer 53
 Force Password Change 166
 Form Look: Touchscreen / Normal 152

- G -

General Report Settings 169
 General Settings 166
 Get Menus 48

Getting Started 10
 Goods Received Voucher, GRV 25
 Gratuity Line 154
 Grid Size Modifier 152
 Group Items on Invoice 154

- H -

Head Office Settings 164
 Help Menu Overview 194

- I -

Imaging Settings 172
 Internet Connection Address (Dial-up Only) 194
 Introduction 6
 Invoice Notes (All Slips and Delivery Only) 166
 Invoice Printers Setup 157
 Invoice Settings 152
 Invoicing Settings 168
 Items per Location 121

- K -

Keep List Open 159
 Kitchen Printer Wizard 103
 Kitchen Printers Setup 157

- L -

Label Printer Setup 154
 Large Order Scroller (Order Navigator) 159
 List Old Invoices 66
 Lists Menu Overview 66
 Locate Specific Record 13
 Locations (Stock Items) 120

- M -

Make-Line Printers Setup 157
 Manufacture Stock 31
 Map Grid References 126
 Menu Download 48
 Menu Item Categories 85
 Menu Item Departments 84
 Menu Item Picklists 100
 Menu Items Menu Overview 83
 Menu Items Overview 86
 Menu Items: Barcode Settings 99
 Menu Items: Button Colour Settings 98
 Menu Items: Other Settings 94
 Menu Items: Screen Saver Details 99
 Menu Items: Setup Recipe 89
 Menu Publish 49

Monitor Daily Sales 145
 Monitor Staff Activity 144
 Monitor Staff Attendance 145
 Monitor Staff Performance 146
 Monitor Staff Statistics 148
 Monitoring Menu Overview 144
 Multiple Shop Cashups 171

- N -

Navigation Toolbar 13
 Network Settings Overview 177
 New Employee 71
 NOMAD Credit Card System Setup 161
 NOMAD Transactions Log 51

- O -

One Shop Cashup Per Day 171
 Only Print New Items 154
 Operating Expenses 49
 Optimise Database 57
 Overlap Buttons 159
 Over-ring Reasons 131

- P -

Pack Size (Stock Items) 119
 Password (Add Employee Login) 71
 Password (Edit Employee Login) 75
 Password Lifetime Setting 166
 Path for Backup 175
 Payment Screen Close Delay 152
 Persist User 152
 Picklist Settings 176
 Picklists 100
 Pole Display Settings 176
 Pole Display Setup 160
 Preferences Menu Overview 150
 Print Customer Survey 154
 Printer Settings 154
 Printer Setup Overview 156
 Production Printer Assigning 103
 Production Printers Setup 157
 Program Settings Overview 165
 Prompt for Head Count (Table Orders Only) 168
 Prompt to Print On Payment 154
 Purchase Orders Delivery Address 163
 Purchase Stock 25
 Purge Database 58

- Q -

Quick Payment Tender Amounts Settings 168
Quick Start Checklist 17

- R -

Recipe for Menu Items 89
Recipe for Stock Items 116
Remove Duplicate Streets 61
Reports Printer Device 154
Reports Settings 169
Restore Settings Backup 150
Restricted Employee Categories 191
Return Stock 30
Royalty / Advertising Percentages 164

- S -

Search Settings 174
Set Stock Items in Locations 121
Set Up Streets for Deliveries 127
Settings: All Computers Overview 162
Settings: Printers Overview 178
Settings: Restore 150
Settings: Specific Computer Overview 151
Shop Cashup 47
Slip Printer Reports Settings 161
Software Changes 7
Software Licensing 194
Software Settings 150
Software Updates 196
Staff Activity 144
Staff Attendance (Monitoring) 145
Staff Performance (Monitoring) 146
Staff Statistics (Monitoring) 148
Stock Costing Settings (FIFO / Fixed) 169
Stock Item Categories 110
Stock Item Locations 120
Stock Item Selector 21
Stock Items Menu Overview 109
Stock Items Overview 111
Stock Items: Deposits 119
Stock Items: Ordering Packs 119
Stock Items: Recipe Recipe 116
Stock Overview 21
Stock Settings 173
Stock Suppliers 77
Stock Take 22
Store Settings 163
Street List 127

Street Names 129
Street Sweeper 61
Suburb Names 130
Supplier List 77
Survey Questions 82
Synchronise 49
System Settings 150

- T -

Tables 141
Till Drawer Device 160
Till Post / Lock Settings 171
Till Shift Cashup 43
Time Based Discounts 139
Touch Screen Settings 159
Trade Until Time Setting 163
Transfer Stock 37

- U -

Update Customer Stats 63
Updates Software Settings 176
Upload Menu 49
Use Fingerprints 160

- V -

VAT Rate 163
Version Changes 7

- W -

Waiter Cashup 40
What's New 7
What's New in Version....? 200

